

Device Management Platform (DMP)

User manual

DMP 4.5

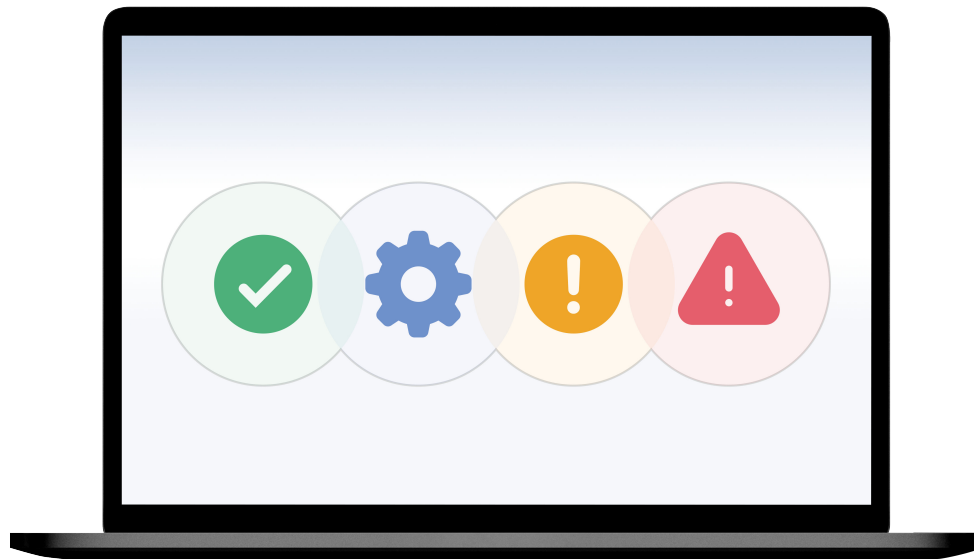


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1. Introduction

Tunstall's Device Management Platform - DMP - is a cloud-based system that enables remote monitoring, administration and configuration of your devices. Within DMP you can view the current status of each device as well as a detailed event log. DMP also enables you to configure and amend the configuration settings of your devices.

1.1. Functionality

The main functions of DMP are to monitor, administrate and configure the connected devices. DMP and the devices communicate over the internet using cellular networks or fixed line networks.

DMP constantly monitors the status of each device and provides an overview of the devices that are active, inactive or have communication issues. The system can also provide detailed information about each device.

DMP holds a record of current configuration settings and firmware for each device. Within the system it is possible to configure and amend device settings manually or using pre-configured template settings. DMP automatically downloads any configuration changes to the device or devices.

Within DMP, devices are held and maintained in districts. Access is delegated to users by assigning permission profiles. All user accounts contain a permission profile that defines what type of operations the user can perform within the system.

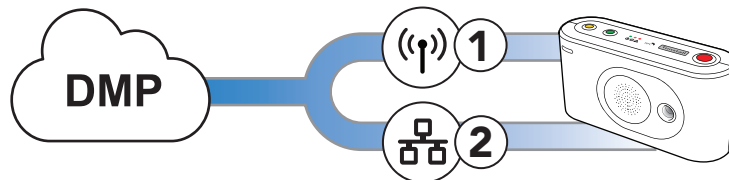


NOTE

DMP is not part of the alarm distribution and holds no information about care recipients.

1.1.1. Communication paths

DMP communicates with each device over the internet. A device can connect to DMP across a cellular data network ① or an Ethernet/fixed-line network ②. The connection is used to transmit data such as heartbeats, firmware and configuration updates between DMP and the device. Each device has a unique identification number that allows DMP to keep track of all devices.



1.1.2. Monitoring

DMP constantly monitors the heartbeats sent from each device. A heartbeat contains a status update and is represented by a status icon within the system. With DMP you can view current status and recent status changes as well as the event log of each device. In addition, DMP generates and distributes email reports related to device status and events.

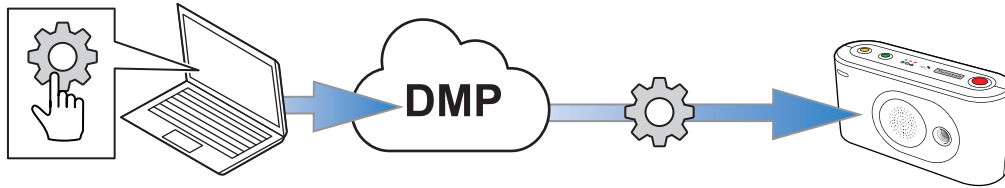


1.1.3. Configuration settings

DMP holds a record of each device that contains current configuration settings and details about firmware status and events. Each device has a unique identification number that allows DMP to keep track of all devices.

Within the system, you can configure and amend device settings either manually or using pre-configured template settings. Templates can be applied to a single device or a cluster of devices. Configuration changes are initially saved

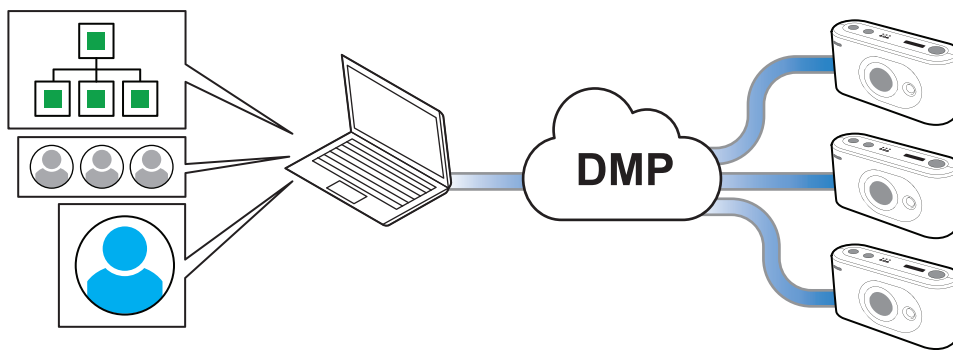
to the internal record. DMP then waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.



1.1.4. Administering DMP

In order to manage your devices, you can:

- Create and maintain districts, that is, defined groups of devices. Using districts simplifies monitoring and administration of the devices
- Create and maintain user accounts, including permission profiles
- Maintain your own account details, including which reports to receive from DMP



1.2. Versions

1.2.1. What's new in 4.5

- New *Monitoring page* for monitoring and supervising device fleet
- New navigation bar and updated menu structure
- District type settings
- Device label setting
- Export a list of devices to a CSV file

1.2.2. What's new in 4.4

- Create a template from a Lifeline Digital or Careline
- Templates with configuration files (CFW)
- Templates are optional (not mandatory) when migrating devices from devices list

1.2.3. What's new in 4.3

- Peripherals (e.g., radio sensors) as connected devices for Lifeline Digital
- Show SIM card information and associated cellular service information for Lifeline Digital

1.2.4. What's new in 4.2

- Support for Lifeline Digital
- Search for devices based on telephone numbers

1.2.5. What's new in 4.1

- Tunstall's System Management Platform (SMP) changes name to Device Management Platform - DMP.
- Single-Sign-On (SSO) with PhenixID enables access to DMP's monitoring features from TES
- Main alarm code setting is available in common settings, will apply to all addresses and telephone numbers in the affected device
- Fetching new settings on heartbeat instead of waiting for online poll. Every heartbeat asks DMP for new settings and, if available, triggers an ad-hoc online poll to fetch the settings
- User permission profile with time limitation

1.3. About this document

This document describes how to use DMP. All sections in this document are not relevant to all permission profiles. Your screen may differ from the illustrations in this document.

It is assumed that staff using the system have received training specific to DMP and any other relevant system or product.

1.3.1. Software version

This document reflects DMP Nordics version 4.5.

1.3.2. Symbols used in this document



CAUTION

The caution symbol indicates the possibility of damage to the equipment.



NOTE

The note symbol indicates additional information.

2. Getting started

To access DMP you must have a username and a password. You receive an email that invites you to generate a password whenever:

- your administrator creates a user account for you
- you click **Forgot password?** on the login page
- your password is close to expiring

Tunstall recommends the following web browsers: Google Chrome, Firefox or Edge. Make sure the web browser you use is up to date to minimize potential performance and security risks.

2.1. Generate a password

When you receive an email from DMP that invites you to generate a password:

- a) Click on the link in the email or copy and paste the link into the address bar of your browser and press **Return/Enter**.
The *Change Password* page is displayed.
- b) Enter the new password in both fields (minimum 8 characters).
- c) Click **Save**.

2.2. Log in to DMP

To log in to DMP:

- a) Go to the *DMP login* page.
The web address (URL) is provided by your organisation, supplier or Tunstall.



NOTE

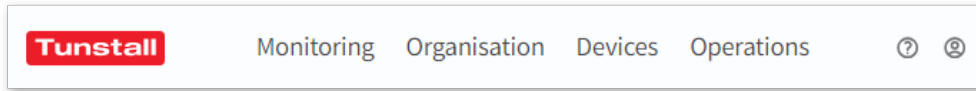
Bookmark the web address (URL) for faster access in the future.

- b) Enter your username (your email address) and password, then click **Login**.
DMP displays the *Start* page.
- c) If you do not remember your password:
 - i. Click **Forgot password?**
DMP redirects to the *Password reset* page.
 - ii. Enter your username (your email) and click **Submit**.
The system sends an e-mail inviting you to generate a new password.

The screenshot shows the login interface for the DMP system. On the left, the 'Tunstall' logo is displayed in red. The main form area contains two text input fields: 'Username' and 'Password'. Below the 'Password' field, there is a blue button labeled 'LOGIN' and a link labeled 'Forgot password?'.

2.3. Navigation

The appearance of the top navigation bar depends on your permission profile and the system environment. Your screen may therefore differ from the images in this document. All users have access to *Help* (?) and *Account* (👤) regardless of permission profile.



2.4. Account settings

DMP allows you to view and edit your personal data that is held within the system. You can change basic information such as name, account language and password. However, you cannot change the e-mail address (username) you use to log in to the system.

If your organization uses two-step verification, you must register DMP with Google Authenticator under **Account Settings**.

2.4.1. Edit your account settings

To edit your account details:

- a) Click the *Account* icon (👤) and go to **Account settings**.

Within this page, you can view and edit the following fields:

- *First name* and *Last name*
- *Language*
- *Email format*. For email reports, HTML is default.
- *Email settings*. Select which email reports to receive:
 - *System messages*
 - *Device status summary*. This report lists each device within the district together with their current status.
 - *Specific events warning*
 - *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
 - *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.

- b) Click **Save** to save changes.

The screenshot shows the 'Account settings' form with the following fields and options:

- First name:** Text input field containing 'User'.
- Last name:** Text input field containing 'User'.
- Language:** Dropdown menu set to 'English (GB)'.
- Email format:** Radio buttons for 'Html' (selected) and 'Text'.
- Email settings:** A list of checkboxes for selecting email reports:
 - System messages
 - Device status summary
 - Specific events warning
 - Report on device status change (frequent)
 - Report on technical device status change (frequent)

2.4.2. Change your password

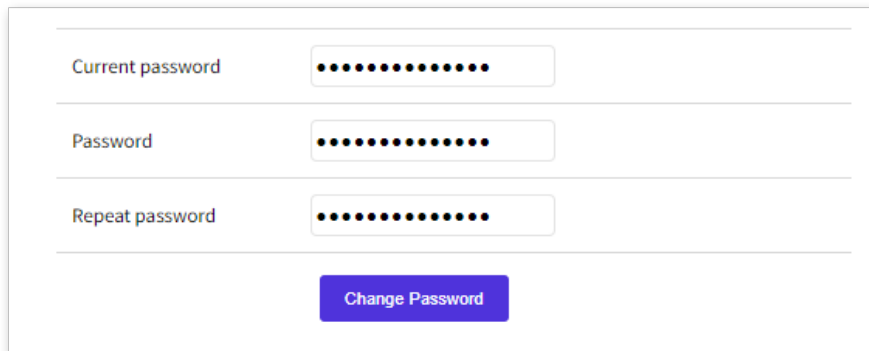
To change your password:

- a) Click the *Account* icon (👤) and go to **Account settings**.
- b) Enter your current password in the *Current password* field.
- c) Enter the new password (min. 8 characters) in the *Password* and *Repeat password* fields.
- d) Click **Change Password**.

DMP displays a confirmation message.

- e) Click **Close**.

Your password has been changed.



The screenshot shows a 'Change Password' form with three input fields: 'Current password', 'Password', and 'Repeat password'. Each field has a masked password field. A blue 'Change Password' button is located at the bottom.

2.4.3. Two-step verification

If your organisation uses two-step verification, you must install Google Authenticator on your phone or equivalent device and register your DMP user account. Google Authenticator provides verification codes for certain operations within DMP.

You can download Google Authenticator from Apple App Store or Google Play.

2.4.3.1. Setup two-step verification

Before you proceed to set up two-step verification you must download and install the Google Authenticator app on your phone.

To setup two-step verification:

- a) Click the *Account* icon (👤) and go to **Account settings**.
- b) Click **Setup**.

DMP opens the *Two-step verification* window.

- c) Click **Next**.

The **Verify account** tab displays the following message: "A one-time code has been sent to your e-mail".

- d) Go to your mail account, open the email from DMP and copy the code.
- e) Go to DMP and paste the code *Password* field.
- f) Click **Next**.

DMP generates a QR code.

- g) Open Google Authenticator on your phone and use the app to scan the QR code.

Google Authenticator displays the name of your system, your token value and the email address you use to access the system. The token is a six-digit code that changes at regular intervals.

- h) Go to DMP and click **Next**.

DMP opens the **Verify mobile app code** tab.

- i) Enter the token currently displayed in the Google Authenticator app in the **Password** field and click **Next**.

DMP authenticates the token and displays a confirmation message.

j) Click **Close**.

2.5. Search, sort and filter

DMP displays most information in the form of lists and tables. You can **search**, **sort** and **filter** most lists and tables:


- **Search** the list by entering a search term in the *Search* field
- **Sort** the list by clicking a column header. Click again to toggle between ascending and descending order
- **Filter** the list by selecting an option in the drop-down list below a column heading
- **Advanced filters** are available on some pages
- If you have access to multiple districts and customers, click the *District* and *Customer* drop-down lists to select the appropriate customer and district

The screenshot displays the DMP interface with several key elements highlighted by orange boxes:

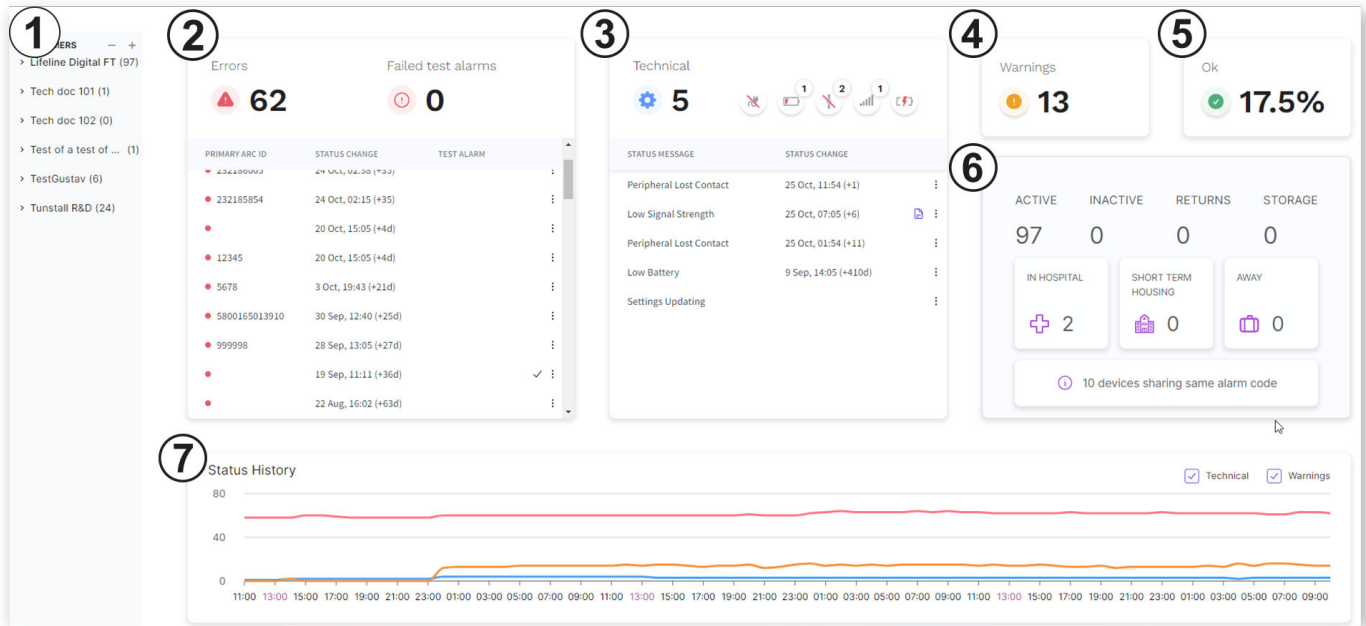
- Customer and District filters:** Located at the top left, showing 'Customer: Lifeline Digital FT' and 'District: UK I&D'.
- Show advanced filter:** A button located at the top right.
- Search field:** A text input field labeled 'Search:' located below the advanced filter button.
- Table headers:** A row of column headers including STATUS, SERIAL NUMBER, SOFTWARE VERSION, ARM VERSION, BATTERY LEVEL, SIGNAL STRENGTH, LAST CONTACT, PRIMARY ARC ID, and PRODUCT.
- Table body:** A table with three rows of data. Each row starts with a checkbox and a status indicator (green circle). The data includes serial numbers (e.g., 5221380086), software versions (0.5.243), arm versions (0.6.36), battery levels (100%), signal strength (represented by dots), last contact times (e.g., 'fre 3 nov 2023 21:29'), primary arc IDs (e.g., 221380086), and products (Lifeline Digital).

2.6. Log out of DMP

To log out of DMP:

- a) Click the *Account* icon .
- b) Click **Logout**.
- c) Close the web browser after you have been logged out.

3. Monitoring page



The *Monitoring* page is a dashboard that provides an overview of the devices that reside in DMP. It contains specific information about devices with a status that requires some type of action. For example, devices with an error status or a technical status.

The *Monitoring* page shows devices from the selected districts; tick or clear the checkboxes in the left sidebar menu **1** to include or exclude devices on the dashboard. DMP presents the devices within the selected range in one of the following panels:

- *Errors* and *Failed test alarms* **2**
- *Technical* **3**
- *Warning* **4**
- *Ok* **5**

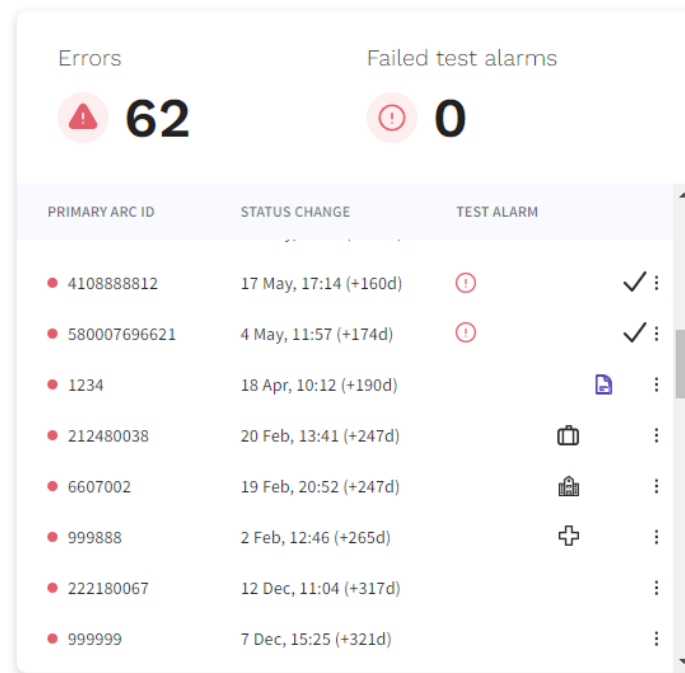
The lists in the panels on the *Monitoring* page contain information about the devices, including a timestamp that shows the last status change. Within the lists, you can access additional information:

- Click a column header to sort the list in ascending or descending order.
- *Acknowledged* : indicates that the current status has been acknowledged within DMP. Hover the cursor over an icon to view the timestamp.
- *Device Note* : a free-form text field for additional information about the device. Click an icon to view the note.
- *Tag* : specifies the reason for a care recipient's absence from their residence:
 - *In Hospital* : the care recipient is in the hospital.
 - *Short term housing* : the care recipient is in a short-term housing facility.
 - *Away* : the care recipient is temporarily away from their residence.

The *Device summary* panel **6** contains a summary of devices according to district type and devices with an absence tag.

Status history **7** contains a graph that shows status changes over the past 72 hours.

3.1. Errors panel



| PRIMARY ARC ID | STATUS CHANGE | TEST ALARM | |
|----------------|-----------------------|------------|--|
| 4108888812 | 17 May, 17:14 (+160d) | | |
| 580007696621 | 4 May, 11:57 (+174d) | | |
| 1234 | 18 Apr, 10:12 (+190d) | | |
| 212480038 | 20 Feb, 13:41 (+247d) | | |
| 6607002 | 19 Feb, 20:52 (+247d) | | |
| 999888 | 2 Feb, 12:46 (+265d) | | |
| 222180067 | 12 Dec, 11:04 (+317d) | | |
| 999999 | 7 Dec, 15:25 (+321d) | | |

The *Errors* panel contains a summary and a list of devices with an error status or a failed test alarm indication. An error status indicates that DMP has lost contact with a device. A failed test alarm icon indicates that a device failed to send a periodic test alarm the Alarm Receiving Centre (ARC). When the underlying issue of an error status is resolved, or a periodic test alarm is received, the device's status changes and it no longer appears in this panel.

The panel shows devices from the selected districts; tick or clear the checkboxes in the left sidebar to include or exclude devices in the panel.

The Errors panel list contains the following information:

- Colour coded status indication.
- *Primary ARC ID*: the alarm code of the device.
- *Status change*: a timestamp of the last status change and how many hours or days have elapsed since.
- *Test alarm*: the warning icon appears when a device fails to send a periodic test alarm.
- Click the *Alarm code*, *Status change*, or *Test alarm* column heading to sort the list in ascending or descending order.
- Click any device in the list to view a detailed device information window.

Click the menu icon to enable or edit any of the following information:

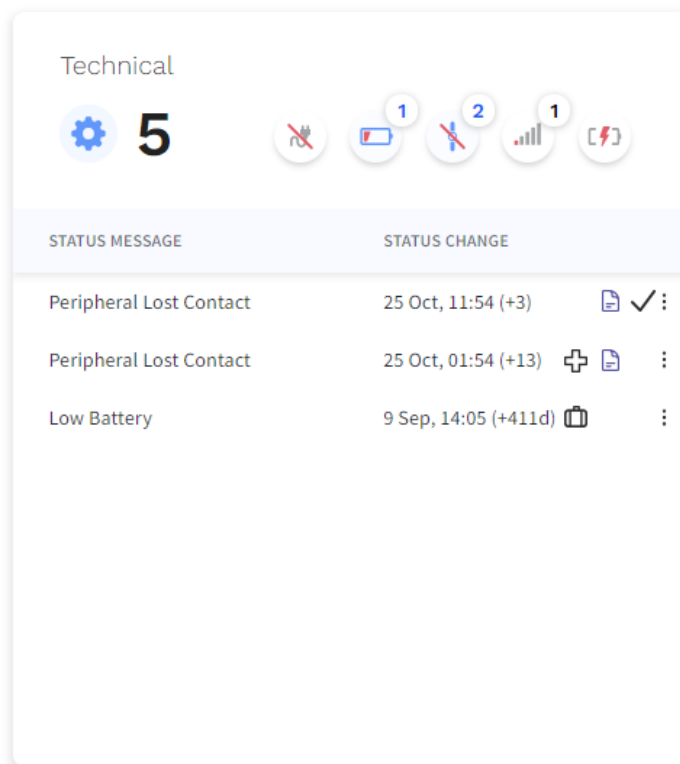
- *Acknowledge* : indicates that the current status has been acknowledged within DMP.
 - Select *Acknowledge* to activate or clear the *Acknowledge* icon.
 - Hover the cursor over an Acknowledged icon in the list to view the timestamp.
- *Device Note* : a free-form text field for additional information about the device.
 - Select *Device note* and enter the information that you want to add.
 - Click a note icon in the list to view an existing note.You can also view and edit notes in a device's *Preference* tab.
- *Add tag* : specifies the reason for a care recipient's absence from their residence:
 - *In Hospital* : the care recipient is in the hospital.
 - *Short term housing* : the care recipient is in a short-term housing facility.
 - *Away* : the care recipient is temporarily away from their residence.

- *None*: select this option to clear tags.






You can also change tags using the *Device label* setting in the device's *Preference* tab.

The Device summary panel shows a summary of devices with an absence tag. Tags are only visible in DMP and do not affect the state of a device's Home/Away-mode.

3.2. Technical panel



The *Technical* panel contains a summary and a list of devices with a technical status. When the underlying issue of a technical status is resolved, the device's status changes and it no longer appears in this panel. A technical status indicates that devices are updating or that any of the following events have occurred; click any of the following buttons to toggle filters on and off:

- : power failure
- : low backup battery
- : peripheral lost contact (connected devices)
- : low signal strength
- : accumulator error

The panel shows devices from the selected districts; tick or clear the checkboxes in the left sidebar to include or exclude devices in the panel.

The Technical panel list contains the following information:

- *Status message*: the reason for a technical status
- *Status change*: a timestamp that shows when the last status change occurred and how many hours or days have elapsed since
- Click *Status message* or *Status change* to sort the list accordingly in ascending or descending order.
- Click any device in the list to view a detailed device information window

Click the menu icon  to enable or edit any of the following information:

- *Acknowledge* : indicates that the current status has been acknowledged within DMP

- Select *Acknowledge* ✓ to activate or clear the *Acknowledge* ✓ icon
- Hover the cursor over an Acknowledged icon ✓ in the list to view the timestamp
- *Device Note* 📄: a free-form text field for additional information about the device
 - Select *Device Note* 📄 and enter the information that you want to add
 - Click a note icon 📄 in the list to view an existing note.

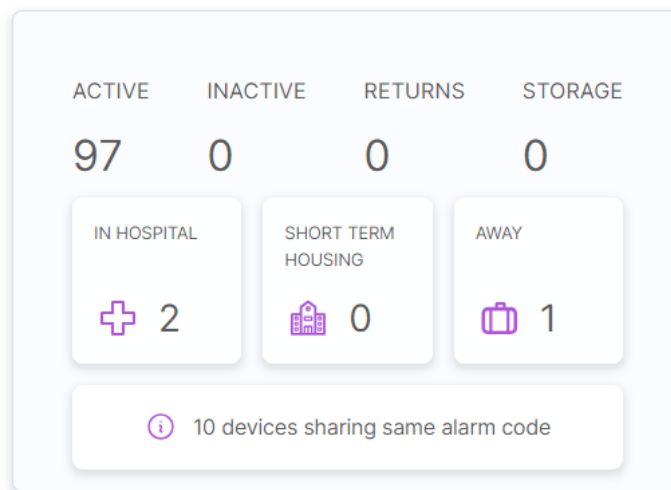
You can also view and edit notes in a device's *Preference* tab

- *Add tag* 🏷️: specifies the reason for a care recipient's absence from their residence:
 - *In Hospital* 🏥: the care recipient is in the hospital
 - *Short term housing* 🏠: the care recipient is in a short-term housing facility
 - *Away* 🧳: the care recipient is temporarily away from their residence
 - *None*: select this option to clear tags

You can also change tags using the *Device label* setting in the device's *Preference* tab.

The Device summary panel shows a summary of devices with an absence tag. Tags are only visible in DMP and do not affect the state of a device's Home/Away-mode.

3.3. Device summary panel



The Device summary panel shows a summary of devices according to district type and their tag. The panel shows devices from the selected districts; tick or clear the checkboxes in the left sidebar to include or exclude devices in the panel.

The panel contains a summary of devices according to current district type:

- *Active*: the number of devices currently in active districts
- *Inactive*: the number of devices currently in inactive districts
- *Returns*: the number of devices currently in districts dedicated to customer returns
- *Storage*: the number of devices currently in storage districts

The panel contains a summary of devices with an absence tag:

- *In hospital* 🏥: the number of devices with an *In hospital* tag, which indicates that the care recipient is in the hospital
- *Short-term housing* 🏠: the number of devices with a *Short-term housing* tag, which indicates that the care recipient is in a short-term housing facility
- *Away* 🧳: the number of devices with an *Away* tag, which indicates that the care recipient is temporarily away from their residence

You can change tags in the *Errors* panel and the *Technical* panel. You can also change tags using the *Device label* setting in a device's *Preference* tab.

Tags are only visible in DMP and do not affect the state of a device's Home/Away-mode

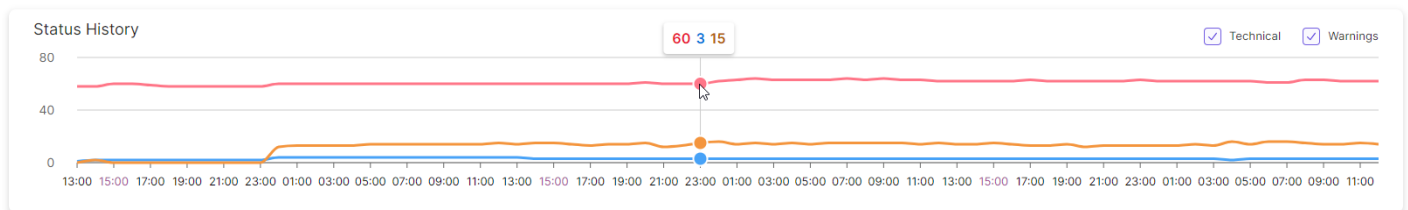
A notification ⓘ appears if more than one device has the same alarm code.

- Click the notification to open a window with a list of all devices that share the same alarm code.

| Duplicated alarm codes | |
|------------------------|-----------------------------|
| ALARM CODE | SERIAL NUMBER |
| 1234 | 232566142202283574058100002 |
| 1234 | 290791211700245572058100005 |
| 1234 | S182460708 |

- Click any device in the list to view a detailed Device information window

3.4. Status history



Status history contains a graph that shows status changes over the past 72 hours. The graph shows devices from the selected districts; tick or clear the checkboxes in the left sidebar to include or exclude devices in the graph.

- ● Technical
- ● Warning
- ● Error

In the graph, you can do the following:

- Hover the cursor over the graph to view a summary about a specific time
- Tick or clear the *Technical* and *Warnings* checkboxes to filter the graph

4. Organisation

4.1. Users

Within DMP a user account contains:

- General information and data about the user including name, password, and e-mail address
- A permission profile that defines what information and operations the user account can access. A time limit can be applied to permission profiles.
- Access to one or more customers

4.1.1. Permission profiles

A permission profile defines what types of information and operations a user can access within DMP.

Permission profiles are assigned and managed at customer level. A time limit can be applied to give a user temporary access to a customer.

The **User Read Only** permission profile allows a user to:

- log in
- view account settings
- view devices
- view alarm information and logs

The **Customer Admin** permission profile allows a user to:

- perform any "User Read only" operation
- view and edit all districts linked to the customer
- add new districts
- view and edit all users connected to the customer
- add new users
- view and edit all devices attached to the customer
- register new devices
- view basic settings of devices

The **Customer Admin Settings** permission profile allows a user to:

- perform any "Customer admin" operation
- view and edit settings for devices
- view templates
- apply templates to devices

The **Customer Admin Settings Expert** permission profile allows a user to:

- perform any "Customer admin settings" operation
- migrate devices between districts
- add new templates
- create new templates from device settings and configuration files (CFW)
- copy and migrate templates between customers

4.1.2. Users page

The **Users** page displays a list of the user accounts that you have access to. The list contains information such as username, name and status.

Use the **Users** page to view and maintain details of the user accounts that belong to your customer. If you have access to multiple customers select the customer you want to view in the *Customer* drop-down list.

Within the **Users** page you can:

- **Search, sort** and **filter** the list of user accounts
- Add a new user account by clicking **Add account**. DMP opens an *Add new account* window.
- View and edit a user's details by clicking a user account in the list. DMP opens an *Edit user* window.

The screenshot shows the 'Users' page interface. At the top, there is a 'Customer' dropdown menu set to 'Lifeline Digital FT'. Below this is a blue 'Add Account' button, a search input field, and a blue 'Search' button. Underneath the search bar, it says 'Show 25 entries' and 'Showing 1 to 25 of 64 entries'. The main part of the page is a table with columns: USERNAME, FIRST NAME, LAST NAME, LANGUAGE, CUSTOMERS, and ACTIVE. The table has a header row with dropdown menus for filtering. Below the header, there are three rows of user accounts, each with a checkbox in the first column. The first row shows 'English' for language and 'Lifeline Digital FT + 1' for customers. The second row shows 'Norwegian' for language and 'Lifeline Digital FT + 122' for customers. The third row shows 'English' for language and 'Lifeline Digital FT + 122' for customers. All 'ACTIVE' columns are set to 'Yes'.

4.1.3. Add a user account

To add a user account:

- Go to **Organisation > Users**.
- If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- Click **Add account**.

DMP displays the *Add new account* window.

- In the **Overview** tab, enter the following information:
 - Email*. The user's email is also their username.
 - First name and Last name*
 - Language*
 - Email format*. For email reports, HTML is default.
 - Email settings*. Select which reports the user is to receive:
 - *System messages*
 - *Device status summary*. This report lists each device within the district together with their current status.
 - *Specific events warning*
 - *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
 - *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.
 - Click **Add account**.

- e) In the **Permissions** tab:
- i. Select a permission profile in the *Permission profile* drop-down list.
 - ii. If applicable, select an additional customer in the *Customer* drop-down list:
 - If required, click the **End date** box to select a time limit for the selected permission profile.
 - Click **+** to add the customer to the user's permissions.
- f) Click **Save** to create the user account.

The new user account is listed on the **Users** page.

The system automatically sends an e-mail that invites the new user to generate a password.

4.1.4. Edit a user account

To edit a user account:

- a) Go to **Organisation** > **Users** and select the user account that you want to edit.
- b) In the **Overview** tab, you can view and edit the following fields:
 - *Email*. The user's email is also their username. You cannot edit this field.
 - *First name* and *Last name*
 - *Language*
 - *Email format*. For email reports, HTML is default.
 - *Email settings*. Select which reports the user is to receive:
 - *System messages*
 - *Device status summary*. This report lists each device within the district together with their current status.
 - *Specific events warning*
 - *Report on device status change*. This report is produced whenever a device changes its status and details the device and status change.
 - *Report on technical device status change*. This report is produced whenever a device changes its status and details the device and status change.
- c) Click **Save** to save changes.

The screenshot shows a user profile edit form with the following elements:

- Email**: A text input field.
- First name**: A text input field.
- Last name**: A text input field.
- Language**: A dropdown menu currently showing "English (GB)".
- Email format**: Radio buttons for "Html" (selected) and "Text".
- Email settings**: A list of five checkboxes:
 - System messages
 - Device status summary
 - Specific events warning
 - Report on device status change (frequent)
 - Report on technical device status change (frequent)
- Advanced**: A section header above the "Unlock user account" button.
- Buttons**: "Delete User" (red outline), "Save" (blue), and "Unlock user account" (blue).

4.1.5. Manage permission profiles

To manage a user's permission profile:

- a) Go to **Organisation** > **Users** and select the user account that you want to edit.
- b) Go to the **Permissions** tab.
- c) Select a permission profile in the *Permission profile* drop-down list.
- d) To add a customer to the user's permission profile:
 - i. Select a customer in the *Customer* drop-down list.
 - ii. If required, click the **End date** box to select a time limit for the selected permission profile.
 - iii. Click **+**.

The customer is added to the permissions list.

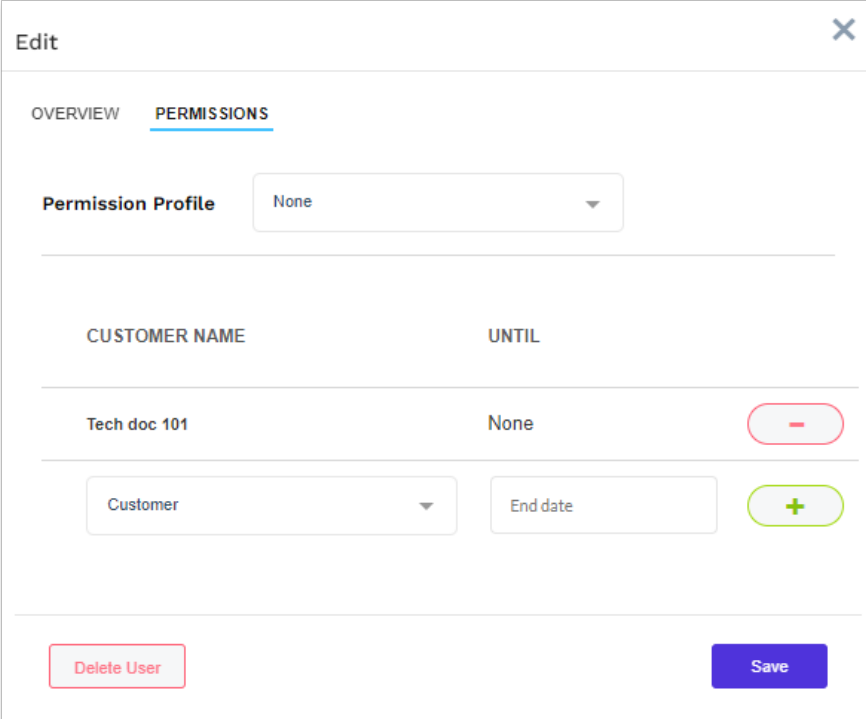
e) To remove a customer from the user's permission profile:

i. Click .

The customer is removed from the permissions list.

f) Click **Save** to save changes.

The user account's permission profile has been changed.



Edit ✕

OVERVIEW **PERMISSIONS**

Permission Profile None ▾

| CUSTOMER NAME | UNTIL | |
|---------------|-------|------------------------------------|
| Tech doc 101 | None | - |

Customer ▾ End date +

Delete User Save

4.1.6. Reset password for another user

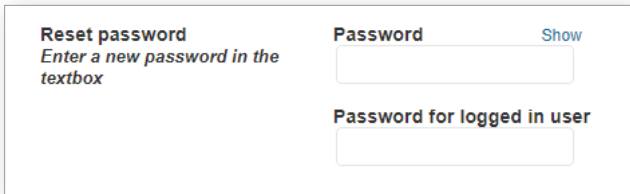
a) Go to **Organisation > Users** and click on the user that you want to view or edit.

DMP displays the *Edit user* window.

b) In the **Overview** tab, enter the new password in the *Password* field.

c) Enter your password in the *Password for logged in user* field.

d) Click **Save** to save the new password.



Reset password
Enter a new password in the textbox

Password Show

Password for logged in user

4.1.7. Delete a user account

To delete a user account:

a) Go to **Organisation > Users** and click on the user that you want to delete.

DMP displays the *Edit user* window.

b) Click **Delete user**.

DMP displays a confirmation message.

c) Click **Delete User**.

The user account is removed from the **Users** page.

Edit

OVERVIEW PERMISSIONS

Email

First name

Last name

Language English (GB) ▼

Email format Html Text

Email settings

- System messages
- Device status summary
- Specific events warning
- Report on device status change (frequent)
- Report on technical device status change (frequent)

Advanced

4.2. Districts and customers

Customers are arranged in hierarchies, with each customer having a single "parent" customer. A customer can have one or several sub-customers. Each customer has a set of sub-groups known as districts.

Within DMP a district is a defined group of devices. Using districts simplifies monitoring and administration of the devices.

The following district types are available for organising districts:

- *Active*: for districts with devices that are active in DMP
- *Inactive*: for districts with devices that are inactive in DMP
- *Returns*: for districts with devices that are scheduled to be returned to the supplier or Tunstall
- *Storage*: for districts with devices that are stored and not in active use in DMP

Note that the district type does not affect the status of devices. For example, a device with an inactive status can be located in a district that is an "Active" district type.

Access to customers and districts depends on what type of permission profile the users have and how customers are organised. In some cases, users can only view districts and devices that belong to one customer. In other cases, some users may have access to districts and devices across several customers.

4.2.1. Districts page

The *Districts* page displays a list of the districts that you have access to. The list contains information such as the number of users and devices associated with the district.

Use the **District** page to view and maintain details of the districts that belong to your customer. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list

Within the *Districts* page you can:

- **Search, sort** and **filter** the list of districts
- View and edit a district's details by clicking on a district in the list. DMP opens an *Edit district* window.
- Add a new district by clicking **Add district**. DMP opens an *Add new district* window.

| DISTRICT | RESPONSIBLE | NUMBER OF USERS | NUMBER OF DEVICES |
|-------------------|-------------|-----------------|-------------------|
| 01 Customer Stock | | 60 | 17 |
| Denmark | | 60 | 7 |

4.2.2. Add new district

- Go to **Organisation > Districts**.
- If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- Click **Add district**.

DMP displays the *Add new district* window.

- Go to the **Properties** tab.
 - Enter the appropriate information in the following fields:
 - *District name*
 - *Responsible*. The name of the person who is responsible for the district.
 - *Email*. The email address to which DMP sends system-generated reports.
 - *Phone number*. Telephone number to the person responsible for the district.
 - *Time zone* of the district
 - *District type*, select one of the following:
 - *Active*: for districts with devices that are active in DMP
 - *Inactive*: for districts with devices that are inactive in DMP
 - *Returns*: for districts with devices that are scheduled to be returned to the supplier or Tunstall
 - *Storage*: for districts with devices that are stored and not in active use in DMP

Note that this setting does not affect the status of devices.

District name

Responsible

Email

Phone number

Time zone

District type

Device Status

Heartbeat interval (minutes)

- ii. If required, enter a value in the *Heartbeat interval (minutes)* field to define how often the district expects a heartbeat from a device.



NOTE

Do not change heartbeat value unless advised by your supplier or Tunstall. Unauthorized changes may cause disruption of service.

- iii. If required, configure report settings under *Reports*:



NOTE

Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

- *Minimum time between reports*. Typically, DMP generates reports every time there is a change of state or technical state. However, if the period between two changes is shorter than this interval then no report will be generated for the second change until the interval ends. DMP will then generate a report of all changes that occurred within the interval.
- *Daily report time* defines when the first device status summary report is generated each day
- *Periodicity* defines in hours the interval between device status summary reports. Typically set to 24 so that the system generates a daily summary.


Reports

Minimum time between reports minutes

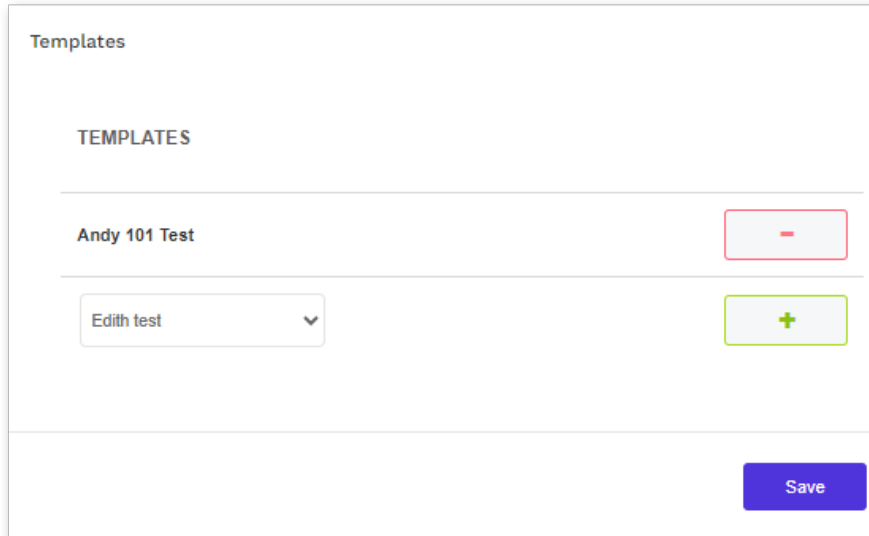
Daily report time

Periodicity Send report every hours

- iv. Click **Save** to create the district or go to the next step to continue configuration.
- e) Go to the **Templates** tab:

- i. Select a template in the *Templates* drop-down list and click .
- ii. If required, repeat the previous step to add additional templates.
- iii. Click **Save** to create the district.

The added templates can now be applied to the devices within the district.



When the district has been created, it is listed on the **Districts** page.

4.2.3. Edit district properties

To view and edit district properties:

- a) Go to **Organisation > Districts** and click the district that you want to edit.

DMP opens the *Edit district* window.

- b) The **Properties** tab contains the following fields:

- *District name*
- *Responsible*. The name of the person who is responsible for the district.
- *Email*. The email address to which DMP sends system-generated reports.
- *Phone number*. Telephone number to the person responsible for the district.
- *Time zone* of the district
- *District type*, select one of the following:
 - *Active*: for districts with devices that are active in DMP
 - *Inactive*: for districts with devices that are inactive in DMP
 - *Returns*: for districts with devices that are scheduled to be returned to the supplier or Tunstall
 - *Storage*: for districts with devices that are stored and not in active use in DMP

Note that this setting does not affect the status of devices.

- *Heartbeat interval (minutes)*, defines how often the district expects a heartbeat from a device



NOTE

Do not change heartbeat value unless advised by your supplier or Tunstall. Unauthorized changes may cause disruption of service.

- c) If required, configure report settings under *Reports*:



NOTE

Do not change settings or values unless advised by your supplier or Tunstall. Unauthorized changes may disrupt communication and cause connectivity failure.

- *Minimum time between reports*. Typically, DMP generates reports every time there is a change of state or technical state. However, if the period between two changes is shorter than this interval then no report will be generated for the second change until the interval ends. DMP will then generate a report of all changes that occurred within the interval.
 - *Daily report time* defines when the first device status summary report is generated each day
 - *Periodicity* defines in hours the interval between device status summary reports. Typically set to 24 so that the system generates a daily summary.
- d) Click **Save** to save changes.

The screenshot shows a web form for editing a district. It is organized into three main sections:

- District information:**
 - District name:
 - Responsible:
 - Email:
 - Phone number:
 - Time zone:
 - District type:
- Device Status:**
 - Heartbeat interval (minutes):
- Reports:**
 - Minimum time between reports: minutes
 - Daily report time:
 - Periodicity: Send report every hours

A blue **Save** button is located at the bottom right of the form.

4.2.4. View recent history

To view recent history:

- a) Go to **Organisation > Districts** and click the district that you want to edit.

DMP opens the *Edit district* window.

- b) Go to the **Recent history** tab.

The **Recent history** tab displays a list of status changes associated with the district's devices.

Within this tab you can:

- **Search, sort** and **filter** the list

Recent history

Show entries Search:

Showing 1 to 4 of 4 entries

| TIME STAMP | STATUS | SERIAL NUMBER | PRIMARY ARC ID |
|-----------------------|---------------------------------------|---------------|----------------|
| ons 22 nov 2023 22:57 | ● | S232186005 | 2321 |
| ons 22 nov 2023 22:55 | ● | S232185854 | 2321 |
| ons 22 nov 2023 22:50 | ● | S232186005 | 2321 |
| ons 22 nov 2023 22:49 | ● | S232185854 | 2321 |

Showing 1 to 4 of 4 entries

c) Click **X** to close the window.

4.2.5. Manage district templates

To manage district templates:

- a) Go to **Organisation > Districts** and click the district that you want to edit.
DMP opens the *Edit district* window.
- b) Go to the **Templates** tab.
- c) To assign a template to the district:
 - i. Select a template in the *Templates* drop-down list.
 - ii. Click .

Templates

TEMPLATES

Andy 101 Test

d) To remove a template from the district:

- i. Click .

e) Click **Save** to save changes.

Assigned templates are listed on the district's **Templates** tab.

4.2.6. Delete a district

To delete a district:

- a) Go to **Organisation** > **Districts** and click the district that you want to delete.

DMP opens the *Edit district* window.

- b) Click **Delete district**.

DMP displays a confirmation message.

- c) Click **Delete district**.


The district has been deleted.



5. Devices

Within DMP a device is defined as a single carephone unit. The main functions of DMP are to administer and monitor the devices to ensure that they are functioning correctly.

DMP constantly monitors the heartbeats sent from each device. A heartbeat contains a status update from a device and is represented by a status icon within DMP. In addition to heartbeats, DMP records each event that relates to the administration of the devices.

When updating the configuration settings or firmware of a device, DMP waits until it receives a heartbeat from a device and then starts to download the new settings or firmware to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon .



NOTE

DMP is not part of the alarm distribution and holds no information about care recipients.

5.1. Devices page

The *Devices* page displays a list of the devices within the districts that you have access to. The list contains information such as the latest heartbeat, current cellular signal and battery level.

Use the **Devices** page to view and maintain details of the devices that belongs to your customer or customers. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list.

Within the **Devices** page you can:

- **Search, sort** and **filter** the list of devices
- Click the **Show advanced filter** button to **Search** the list for a subset of devices:
 - Select a status in the *Devices with status* drop-down list to view only devices with this status.
 - Select a value in the *Devices that has not been in contact in* drop-down list to view devices that has not been in contact with DMP for the selected amount of time.
 - Enter a serial number or a partial serial number in the *Serial number* field.
 - Enter a telephone number or a partial telephone number in the *Telephone number* field to search for device SIM cards. You can only search for SIM cards that have been supplied by Tunstall.
 - If supported, tick the *Include connected devices in search* checkbox to include connected devices in search.
- View and edit a device's details by clicking on the device in the list. DMP opens a Device information window.
- Click the **Add devices** button to add devices
- Select one or several devices and initiate migration by clicking **Migrate devices**.
- Select one or several devices and assign a template by clicking **Set settings template**
- Click the **Export (CSV)** button to export and download a CSV file that contains the list of devices.



NOTE

Some device types do not support all of these features. For more information refer to the user manual or installation guide of your device.

Customer: Lifeline Digital FT District: UK I&D

Add Device Show advanced filter

Show 50 entries Search:

Showing 1 to 3 of 3 entries

| STATUS | SERIAL NUMBER | SOFTWARE VERSION | ARM VERSION | BATTERY LEVEL | SIGNAL STRENGTH | LAST CONTACT | PRIMARY ARC ID | PRODUCT |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> ● | S221380086 | 0.5.243 | 0.6.36 | 100% | ●●●●● | oms 8 nov 2023 14:29 | 221380086 | Lifeline Digital |
| <input type="checkbox"/> ● | S221380131 | 0.5.243 | 0.6.36 | 100% | ●●●●○ | oms 8 nov 2023 14:13 | 221380131 | Lifeline Digital |
| <input type="checkbox"/> ● | S221380135 | 0.5.243 | 0.6.36 | 100% | ●●●●● | oms 8 nov 2023 14:13 | 221380135 | Lifeline Digital |

Showing 1 to 3 of 3 entries

Export (CSV)

5.2. Device information window

DMP opens the Device information window when you select a device on the **Devices** page.

Within the Device information window, you can view information relating to a single device:

- The **Overview** tab contains a status summary of the device over the last 24 hours.
- The **Heartbeats** tab contains a list of heartbeats received from the device over the last 7 days. A heartbeat contains a status update from the device and is represented by a status icon within DMP.
- The **Connected devices** tab displays a list of connected devices and their status. Within DMP, peripherals are monitored and displayed as connected devices.
- The **Event log** tab contains a list of all events associated with the selected device.
- The **Cellular service** tab contains information about the device's SIM card and associated cellular service.
- The **Preferences** tab contains general device properties that you can view and edit, including status and location of the device.

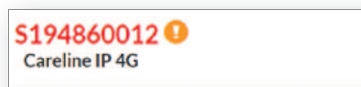


NOTE

Not all features are supported by all types of devices.

5.2.1. Warning icon

A warning icon appears next to the serial number if the status is updated while the *Device information* window is open. In this case, close and re-open the window to update the device details.

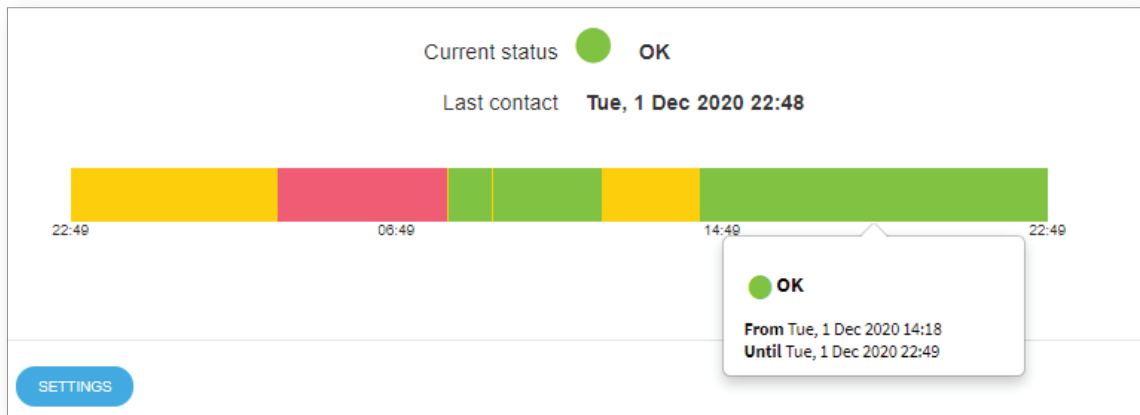


5.2.2. View the overview tab

To view the **Overview** tab:

- Go to **Devices** and click on the device that you want to view.
DMP opens the *Device information* window.
- Go to the **Overview** tab to view a status summary of the device:

- *Current status* indicates the current status with a status icon
 - *Last contact* is a timestamp of the last recorded contact
 - The colour coded time bar shows any status changes over the last 24 hours
 - Hover the mouse cursor over the different sections of the colour coded time bar to view detailed information
- c) Click **X** to close the window.



5.2.3. View the heartbeats tab

To view the **Heartbeats** tab:

- Go to **Devices** and click on the device that you want to view.
DMP opens the *Device information* window.
- Go to the **Heartbeats** tab to view a list of the heartbeats received from the device.










Within this tab you can:






- **Search**, **sort** and **filter** the list of heartbeats
 - Click the **Show advanced filter** button to **Filter** the list of heartbeats:
 - Tick the *Show technical status* checkbox to include heartbeats that reported a technical status.
 - Tick the *Show only status change* checkbox to include heartbeats whose status was not the same as the previous heartbeat status.
- c) Click **X** to close the window.

Show advanced filter

Show entries Search:

Showing 1 to 25 of 43 entries

| RECEIVED | STATUS | |
|-----------------------|---|------------------|
| Tue, 1 Dec 2020 23:25 |  | OK |
| Tue, 1 Dec 2020 23:25 |  | Warning |
| Tue, 1 Dec 2020 14:18 |  | OK |
| Tue, 1 Dec 2020 11:53 |  | Warning |
| Tue, 1 Dec 2020 09:11 |  | OK |
| Tue, 1 Dec 2020 09:11 |  | Warning |
| Tue, 1 Dec 2020 08:11 |  | OK |
| Tue, 1 Dec 2020 08:10 |  | Settings Applied |
| Tue, 1 Dec 2020 08:09 |  | OK |

| Status | Description |
|---|---|
| Green  | The device is functioning correctly and is sending heartbeats at the expected heartbeat interval. If connected devices are supported, they are also functioning correctly. |
| Blue  | The device sends heartbeats but has a technical status, for example: <ul style="list-style-type: none"> The device has low cellular signal level There is a mains power failure The backup battery is low The device has a battery error The device is in the process of updating its firmware or settings Hover the mouse cursor over the status icon to view additional information. |
| Yellow  | The status of the device is unclear, for example: <ul style="list-style-type: none"> There is a temporary communication problem such as temporary network issue The device is connected incorrectly The device lost contact with a connected device (peripheral) The device is registered within the system but has not yet sent a heartbeat There is a connected device warning |
| Red  | This status indicates an error that requires action, for example: <ul style="list-style-type: none"> The device is switched off The device has lost all connectivity There is an connected device error |
| White  | The device is set to inactive within DMP. |

5.2.3.1. View the connected devices tab

Within DMP, peripherals are monitored and displayed as connected devices.



NOTE

This feature is not supported by Careline.

To view the **Connected devices** tab:

- a) Go to **Devices** and click on the device that you want to view.

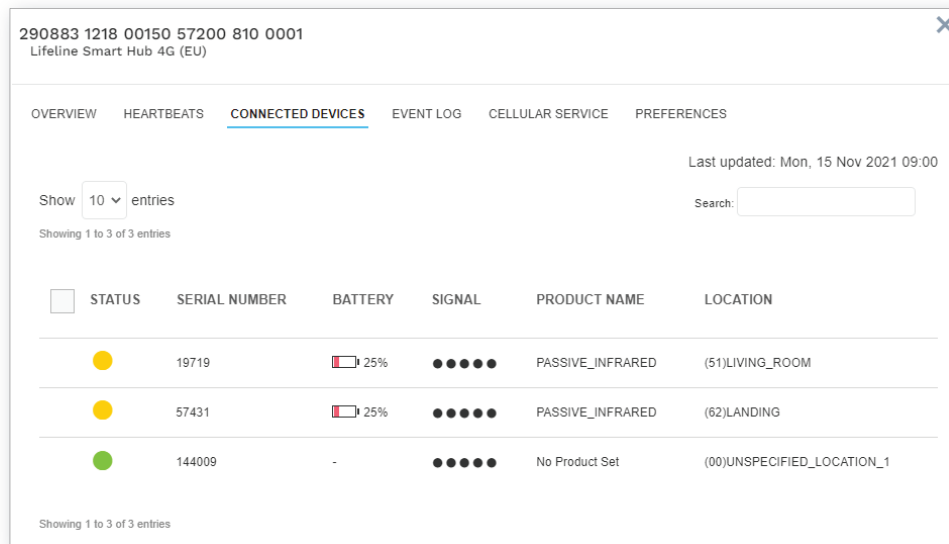
DMP opens the Device information window.

- b) Go to the **Connected devices** tab to view the status of connected devices. See [Appendix B: Connected device status, page 52](#) for more information about the status icons and color coding.

Within this tab you can:

- **Search, sort** and **filter** the list of connected devices.

- c) Click **X** to close the window.



5.2.4. View the event log tab

To view the event log:

- a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

- b) Go to the **Event log** tab to view a list of all events associated with the selected device. Within this tab you can:

- **Search, filter** and **sort** the event log list.

- c) Click on an event in the list to view detailed information about that event.

For Lifeline Digital you can view:

- Events that originate from within DMP, such as updates and changes made to the selected device. For example, when the device is registered, the device changes districts or when the device settings have been updated.
- Device log events such as online polls, test alarms, or online updates

For Careline you can view:

- Events that originate from within DMP, such as updates and changes made to the selected device. For example, when the device is registered, the device changes districts or when the device settings have been updated.
- Device log events such as online polls, test alarms, or online updates

For Lifeline Smart Hub you can view:

- Events that originate from within DMP, such as updates and changes made to the selected device. For example, when the device is registered, the device changes districts or when the device settings have been updated.
- Plain text device logs in a text logging format

Refer to the installation or reference guide of the selected device for information about specific events and alarms.

d) Click **X** to close the window.

| RECORD TYPE | TIME STAMP |
|-------------|-------------------------------|
| Event | Fri, 4 Mar 2022 16:23 |
| Event | Thu, 24 Feb 2022 14:56 |
| Action | Device ARM version changed |
| Username | [redacted]@tunstallnordic.com |
| District | Sweden |
| armVersion | 0.6.9 → 0.6.19 |
| Event | Thu, 24 Feb 2022 14:42 |

5.2.5. View the cellular service tab



NOTE

This feature is not supported by Careline.



NOTE

This feature is only supported by SIM cards that have been provided by Tunstall.

To view the **Cellular service** tab:

a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

b) Go to the **Cellular service** tab.

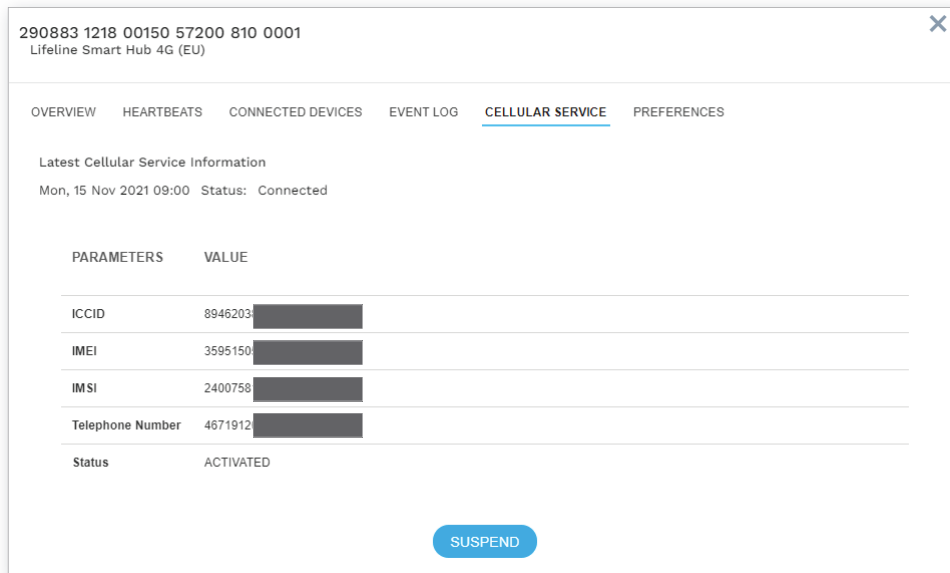
The **Cellular service** tab contains information about the device's SIM card and associated cellular service.



NOTE

The **SUSPEND** button deactivates the SIM card and sets the status to inactive. It is not possible to make alarm calls using the SIM card when the status is inactive.

c) Click **X** to close the window.



5.2.6. View and edit device preferences

To view and edit the device **Preferences** tab:

- a) Go to **Devices** and click on the device that you want to view.

DMP opens the Device information window.

- b) Go to the **Preference** tab.

The **Preferences** tab contains general device properties that you can view and edit.

Within this tab you can view and edit the following fields:

- *Customer*. Defines to which customer the device belongs.
- *District*. Defines in which district the device is located.
- *Status*. Indicates whether the device is operational or not in DMP.
- *Device label*. Select an option to tag the reason for a care recipient's absence:
 - *None*. The care recipient is not absent from their residence. (Default)
 - *In hospital*. The care recipient is in the hospital.
 - *Short term housing*. The care recipient is in a short-term housing facility.
 - *Away*. The care recipient is temporarily away from their residence.

The Device summary panel shows a summary of devices with an absence tag. Tags are only visible in DMP and do not affect the state of a device's Home/Away-mode

- *Product*. Indicates the type of product model.
- *Allow wrong credentials*. Enables a device to communicate with DMP even though it does not have the correct password. This option is only relevant for Lifeline Smart Hub.
- Click anywhere within the **Note** field to enter information about this device.



NOTE

Do not enter any personal information about care recipients or end users. Storing personal information may breach data privacy regulations.

You can also perform the following actions:

- *Remote restart*: triggers the device restart on the next contact with DMP
- c) Click **Save** to save changes or click **X** to close the window.

Customer Lifeline Digital FT

District UK

Status Active

Device label None

Product Lifeline Digital

Allow wrong credentials

Notes

Here it's possible to add notes for this device

Note

Save

5.3. Add devices

To add devices:

- a) Go to **Devices**.
- b) Click **Add device**.

DMP opens the **Device Registration** page.

Customer Lifeline Digital FT District UK I&D

Add Device Show advanced filter

Show 50 entries Search:

Showing 1 to 3 of 3 entries

| | STATUS | SERIAL NUMBER | SOFTWARE VERSION | ARM VERSION | BATTERY LEVEL | SIGNAL STRENGTH | LAST CONTACT | PRIMARY ARC ID | PRODUCT |
|--------------------------|-------------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | S221380086 | 0.5.243 | 0.6.36 | 100% | ●●●●● | ons 8 nov 2023 14:29 | 221380086 | Lifeline Digital |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | S221380131 | 0.5.243 | 0.6.36 | 100% | ●●●●○ | ons 8 nov 2023 14:13 | 221380131 | Lifeline Digital |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | S221380135 | 0.5.243 | 0.6.36 | 100% | ●●●●● | ons 8 nov 2023 14:13 | 221380135 | Lifeline Digital |

Showing 1 to 3 of 3 entries

Export (CSV)

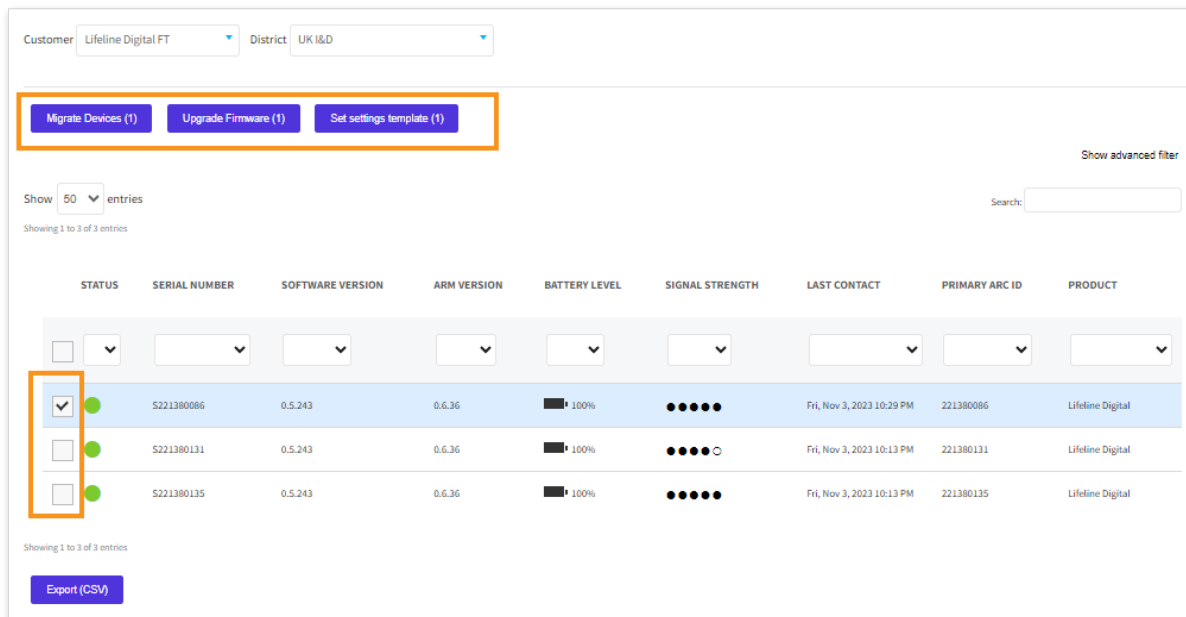
- c) Follow the instructions in [Register new devices, page 41](#) to add new devices.

5.4. Migrate devices

To migrate devices to a new location:

- a) Go to **Devices**.

- b) Select an appropriate customer and district in respective drop-down lists.
- c) Tick the checkbox of each device to be migrated.



- d) Click **Migrate Devices**.
DMP opens the *Migrate devices* window.
- e) Select destination customer in the *Customer* drop-down list.
- f) Select destination district in the *District* drop-down list.
- g) Select destination status in the *Status* drop-down list, that is, whether the device or devices are **Active** or **Inactive** at the destination.
- h) If the destination district has been assigned one or more templates, you can either:
 - select a template in the *Template* drop-down list to apply a template to the selected devices as part of the migration process
 - select the empty list option in the *Template* drop-down to omit templates from the migration process
- i) Click **Migrate devices**.

DMP migrates the selected device or devices to the specified destination.

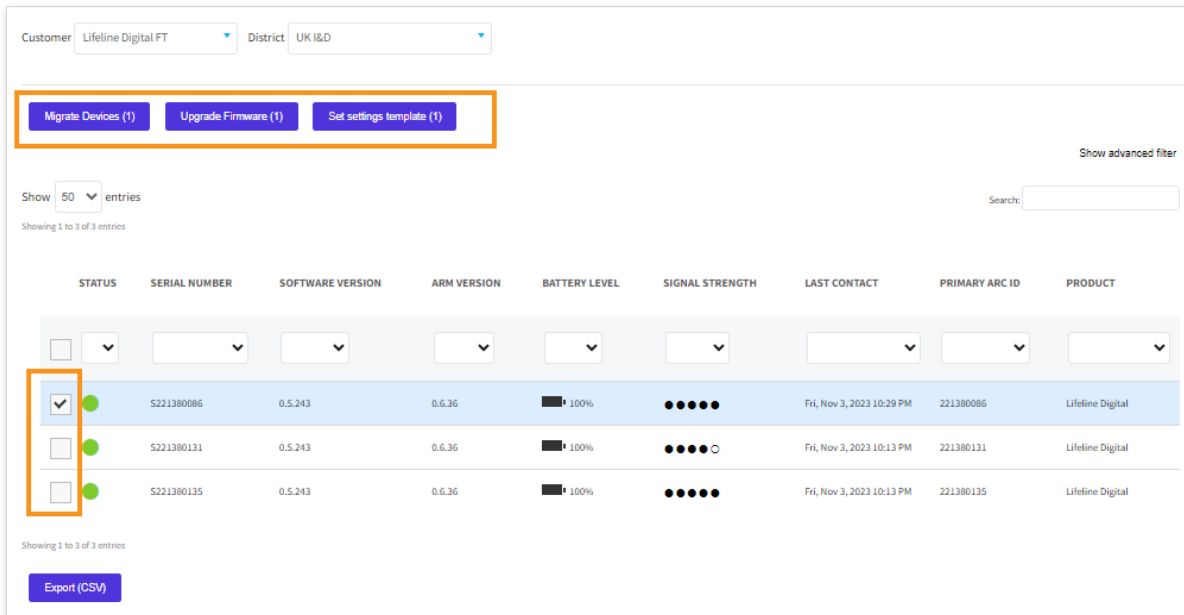
If a template has been selected as part of the migration process, DMP waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.

5.5. Assign a template to devices

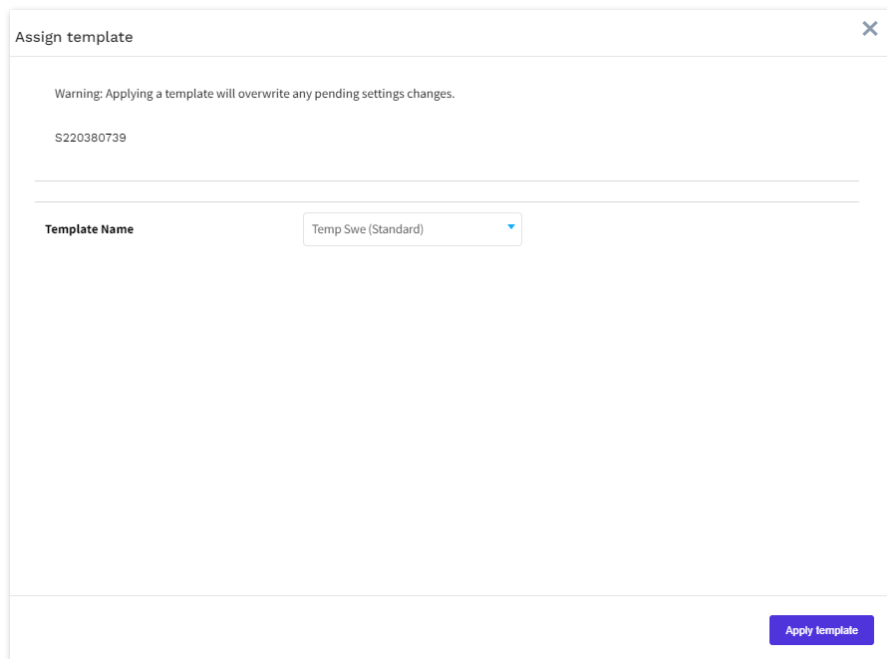
To apply a template with predefined settings to selected devices:

- a) Go to **Devices**.

- b) Select an appropriate customer and district in respective drop-down lists.
- c) Tick the checkbox of each device to be amended.



- d) Click **Set Settings Template**.
DMP opens the *Assign template* window.
- e) Select the template to be applied in the *Template name* drop-down list.
- f) Click **Apply template**.
DMP displays a verification message.

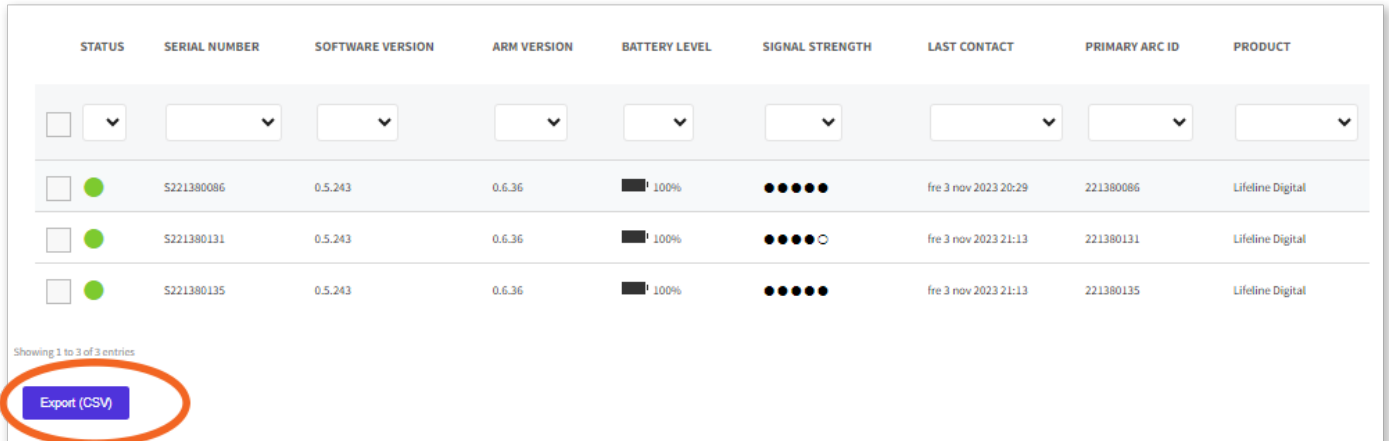


- g) Click **Verify**.
DMP displays a confirmation message.
- h) Click **Close**.
DMP waits until it receives a heartbeat from a device and then starts to download the configuration settings to the device.

5.6. Export a list of devices to a CSV file

To export a list of devices to a CSV file:

- Go to **Devices**.
- Select the customer and district that you want to view in the drop-down lists.
- If required, click **Show advanced filter** and select parameters to filter the list accordingly.
- Click the **Export (CSV)** button to export and download a CSV file that contains the list of devices. DMP generates a CSV file that is automatically downloaded to your computer.



The screenshot shows a table with the following columns: STATUS, SERIAL NUMBER, SOFTWARE VERSION, ARM VERSION, BATTERY LEVEL, SIGNAL STRENGTH, LAST CONTACT, PRIMARY ARC ID, and PRODUCT. Below the table, there is a blue button labeled 'Export (CSV)' which is circled in orange. The table contains three rows of device data.

| STATUS | SERIAL NUMBER | SOFTWARE VERSION | ARM VERSION | BATTERY LEVEL | SIGNAL STRENGTH | LAST CONTACT | PRIMARY ARC ID | PRODUCT |
|----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> ● | S221380086 | 0.5.243 | 0.6.36 | 100% | ●●●●● | fre 3 nov 2023 20:29 | 221380086 | Lifeline Digital |
| <input type="checkbox"/> ● | S221380131 | 0.5.243 | 0.6.36 | 100% | ●●●●○ | fre 3 nov 2023 21:13 | 221380131 | Lifeline Digital |
| <input type="checkbox"/> ● | S221380135 | 0.5.243 | 0.6.36 | 100% | ●●●●● | fre 3 nov 2023 21:13 | 221380135 | Lifeline Digital |

Showing 1 to 3 of 3 entries

Export (CSV)

5.7. Device settings

DMP is used to maintain the configuration settings of each device. Within the *Device settings* window you can configure most device settings, with a few exceptions. For more information about the configuration settings of a device, refer to the installation guide or reference guide of that specific device.

When you save changes to the configuration settings, they are stored within DMP but not immediately deployed to the device. DMP waits until it receives a heartbeat from the device and then starts to download the amended configuration settings to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon ●.

5.7.1. Edit and save device settings

To edit device settings:

- Go to **Devices** and click on the device that you want to view.
- Click **Settings** to open device settings.
- Select the required fields and make the relevant changes. When you change a setting, DMP outlines the affected field in red.
- When you have amended all required settings, click **Save**.

DMP displays a list of the accumulated changes.

- Make sure that the accumulated changes are correct. If necessary, click **Cancel** and amend the relevant settings.
- Click **Save**.

DMP displays a verification message.

- Click **Verify**.

DMP displays a confirmation message.

- Click **Close**.

DMP waits until it receives a heartbeat from the device and then starts to download the settings to the device.

COMMON SETTINGS

- ANALOG ALARMS
- IP ALARMS
- RADIO SENSOR
- CALL SEQUENCE
- CALLS
- TELECARE
- TIME
- TASSP
- POWER
- INPUT/OUTPUT
- ADVANCED
- LED AND WARNINGS

Common settings

Main alarm code

The alarm code set here will be used for all telephone numbers and addresses.

Main alarm code

Speaker volume

Callback phone number

Tunstall recommend the use international number format for phone numbers, e.g. 0031xxxx

Enter the telephone number to use for cellular callback.

Speech messages language

Time zone

Location code for main unit

Location code

6. Operations

6.1. Device registration

New devices must be registered to become visible and operational in DMP. It is possible to register single devices or a batch of devices.

6.1.1. Register new devices

To register new devices:

- a) Go to **Operations > Device registration**.
- b) In the **Device registration** tab, select the following settings:
 - i. *Customer*
 - ii. *District*
 - iii. *Product*
 - iv. *Status*. Can be either active or inactive following registration.
- c) Enter the serial numbers of the devices in the *Serial numbers* field in one of the following ways:
 - Enter the serial numbers manually
 - Copy and paste the serial numbers
 - Use a compatible barcode scanner



NOTE

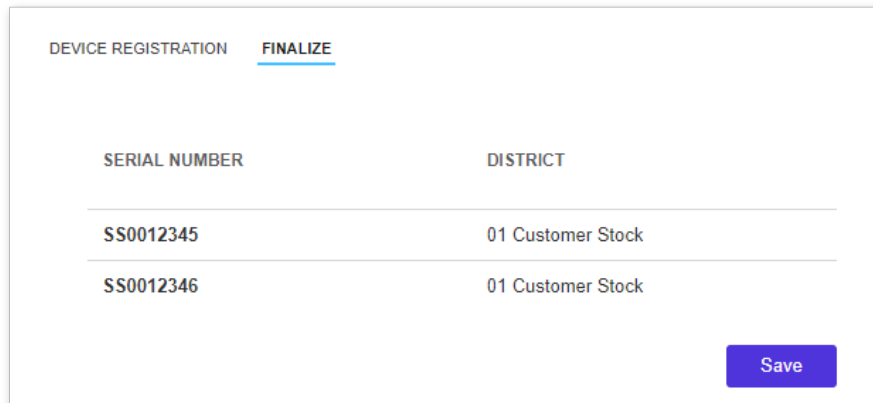
Make sure to enter only one serial number per row.

The screenshot shows a web interface for device registration. At the top, there are two tabs: "DEVICE REGISTRATION" (which is underlined and active) and "FINALIZE". Below the tabs, there are four rows of dropdown menus. The first row is labeled "Customer" and has "Tech doc 101" selected. The second row is labeled "District" and has "01 Customer Stock" selected. The third row is labeled "Product" and has "Careline IP GSM standard" selected. The fourth row is labeled "Status" and has "Active" selected. Below these dropdowns is a large, empty rectangular text area labeled "Serial numbers". At the bottom right of the form, there is a blue button with the text "Next".

- d) Click **Next** or click the **Finalize** tab to view a list of the serial numbers entered in the previous step.
- e) Make sure that the serial numbers in the list are correct then click **Save**.

DMP displays a confirmation message.

An active device becomes operational within the system when DMP receives the first heartbeat from the device.



| SERIAL NUMBER | DISTRICT |
|---------------|-------------------|
| SS0012345 | 01 Customer Stock |
| SS0012346 | 01 Customer Stock |

6.2. Templates

Templates contain configuration attributes for devices and allows for consistent configuration across multiple devices.

Templates are created and held at customer level and assigned at district level. When you create a new template, you assign the template to one or more districts. Alternatively, you can assign an existing template to a district when creating or editing that district, see [Districts and customers, page 22](#).

To apply a template that has been assigned to a district, you can either:


- directly apply the template to one or more devices from the *Devices* page
- select the template when you migrate one or more devices to the district, the template is applied to devices as part of the migration process

Consider the following when working with templates and customers:

- a customer may have a default template that the customer automatically applies to all devices on migration
- templates that are part of a migration process will be applied to devices before customer default templates
- a sub-customer may only allow templates that directly belong to that customer and therefore does not allow templates made available by a parent customer

The following template types are available:

- standard templates that are created within DMP and contain defined values for one or more device settings. A standard template writes the defined values when the template is applied.
- configuration files for Lifeline Digital and Careline. A configuration file contains a CFW file that was created with a configuration tool outside DMP. The CFW file overwrites all device settings when the template is applied.
- factory reset templates that contain factory reset settings for Lifeline Digital and Careline. A factory reset template contains a CFW file that was created with a configuration tool outside DMP. The CFW file overwrites all device settings when the template is applied.

When updating the configuration settings of a device, DMP waits until it receives a heartbeat from a device and then starts to download the new settings to the device. During download and installation, the device has a technical heartbeat status indicated by the blue status icon .

If a device is offline when a template is assigned to it, the device will not download the template settings.

Contact your supplier or Tunstall if you have any questions.

6.2.1. Templates page

The **Templates** page displays a list of the templates that are available to the current customer.

Use the **Templates** page to view and maintain templates. If you have access to multiple customers, select the customer you want to view in the *Customer* drop-down list.

Within the **Templates** page, you can:

- **Search, sort and filter** the list
- Add a new template by clicking **Add template**. DMP opens an *Add new template* window
- View and edit a template by clicking on a template in the list. DMP opens the *Edit template* window
- Create a copy of an existing template
- Move a template to another customer
- Delete a template

| TEMPLATE | PRODUCT NAME | CUSTOMER | RELEASED | TYPE | | |
|--------------------------|---------------------------------|----------------------|----------------------------|----------------------|----------|----------------------------------|
| <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | |
| <input type="checkbox"/> | Test Norway | Lifeline Digital | Available to sub customers | Yes | Standard | <input type="button" value="-"/> |
| <input type="checkbox"/> | LL Digital template test, Spain | Lifeline Digital | Lifeline Digital FT | No | Standard | <input type="button" value="-"/> |

6.2.2. Add a new template

To add a new template:

- Go to **Operations > Templates**.
- If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- Click **Add template** to open template settings.
- If required, tick the *Make available to sub customers* checkbox to make the template available to any sub customer.



NOTE

In some instances, customers may be configured to only allow templates that are directly assigned to their districts and do not allow templates that are made available by a parent customer.

- Select the type of device to associate with the template in the *Product* drop-down list.
- Enter a unique name for the template in the *Template name* field.
- To assign the template to one or more districts:
 - Select a district in the drop-down list.
 - Click to assign the template to the selected district.
 - Repeat if you want to assign the template to more districts.This setting is not available if the *Make available to sub customers* setting is selected.

- h) Edit the required device settings and attributes:
 - i. Tick the checkbox next to the field to be configured.
 - ii. Set/enter the required value in the field.
 - iii. Repeat the previous two steps until all settings and attributes are defined.
- i) Click **Save as template**.
DMP displays a summary of all settings.
- j) Click **Save as template**.
DMP displays a verification message.
- k) Click **Verify**.
DMP displays a confirmation message.
- l) Click **Close**.

The template is now available on the **Templates** page and can be assigned to one or more districts.

The screenshot shows a configuration form for a template. The form is titled "Tech doc 101". It has several sections:

- Customer:** Tech doc 101
- Make available to sub customers:**
- Product:** Lifeline Digital (dropdown menu)
- Template Name:** (empty text input field)
- Configuration template (CFW):**
- TECH DOC 101:**
 - 01 Customer Stock (dropdown menu)
 - Green "+" button
- COMMON SETTINGS:** (highlighted with an orange border)
 - ANALOG ALARMS
 - IP ALARMS:
 - CALL SEQUENCE: Speaker volume (dropdown menu with a warning icon)

6.2.3. Edit a template



To edit a template:

- a) Go to **Operations > Templates** and click the template that you want to view or edit.
If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- b) Within the template settings you can amend the following settings:
 - *Customer*. Defines to which customer the template belongs
 - *Make available to sub customers*. Makes the template available to sub customers



NOTE

In some instances, customers may be configured to only allow templates that are directly assigned to their districts and do not allow templates that are made available by a parent customer.

- *Product*. Defines which type of device to associate with the template
 - *Template name*. Must be unique to the customer
- c) If applicable, define a set of districts that can apply the template:
 - i. Select a district in the drop-down list.
 - ii. Click  to add the selected district.
 - iii. Repeat if you want to add more districts.
 - d) If required, click  to remove a template from a district.
 - e) To edit any required device settings and attributes:
 - i. Tick the checkbox next to the field to be configured.
 - ii. Set/enter the required value in the field.
 - iii. Repeat the previous two steps until all settings and attributes are defined.

- f) Click **Save as template**.
DMP displays a summary of all settings.
- g) Click **Save as template**.
DMP displays a verification message.
- h) Click **Verify**.
DMP displays a confirmation message.
- i) Click **Close**.
The template is now available on the **Templates** page and can be assigned to one or more districts.

6.2.4. Create a template from device settings



NOTE

This feature is only available for Lifeline Digital and Careline.

To create a template from a device's settings:

- a) Go to **Organisation > Devices** and select the device that you want to use to create a template.

- b) Click **Settings** to open device settings.
- c) Click **Save as template** to save the current settings of the device as a template.

The following settings will not be saved to the template:

- Radio sensor settings
 - Alarm codes
- d) Enter a unique name for the template in the *Template name* dialogue box and then click **Save** to save settings as a template.
 - e) A verification message is displayed when the template has been saved, click **Close** to continue.

The template is now available on the **Templates** page and can be assigned to one or more districts.

The screenshot shows a 'Common settings' dialog box with the following fields and options:

- Main alarm code:** A text input field with a 'Set' button. Below it, a note states: 'The alarm code set here will be used for all telephone numbers and addresses.'
- Speaker volume:** A dropdown menu currently set to '1'.
- Callback phone number:** A text input field containing '00'. A note below it says: 'Tunstall recommend the use international number format for phone numbers, e.g. 0031xxxx'. To the right, another note says: 'Enter the telephone number to use for cellular callback.'
- Speech messages language:** A dropdown menu currently set to 'Swedish'.
- Time zone:** A dropdown menu currently set to '(UTC+01:00) Ams'.
- Location code for main unit:** A section header above a dropdown menu currently set to 'Unknown'.

The 'Save as template' button at the bottom right is highlighted with an orange circle.

6.2.5. Create a template from a configuration file (CFW)



NOTE


This feature is only available for Lifeline Digital and Careline.

To create a template from a configuration file (CFW):

- a) Go to **Operations > Templates**.
- b) If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- c) Click **Add template** to open template settings.
- d) If required, tick the *Make available to sub customers* checkbox to make the template available to all sub customers.
- e) Select the type of device to associate with the template in the *Product* drop-down list.
- f) Enter a unique name for the template in the *Template name* field.
- g) Tick the *Configuration template (CFW)* checkbox.
- h) To create a Factory Reset template, enable at least one of the settings below, otherwise continue to the next step to create a Configuration File template.

- *Enable writes to sensor area*: allows radio sensor settings to be applied to devices (disabled by default).
- *Enable writes to APN area*: allows APN settings to be applied to devices (disabled by default).

i) To assign the template to one or more districts:

- Select a district in the drop-down list.
- Click  to assign the template to the selected district.
- Repeat if you want to assign the template to more districts.

This setting is not available if the *Make available to sub customers* setting is selected.

j) To select a configuration file:

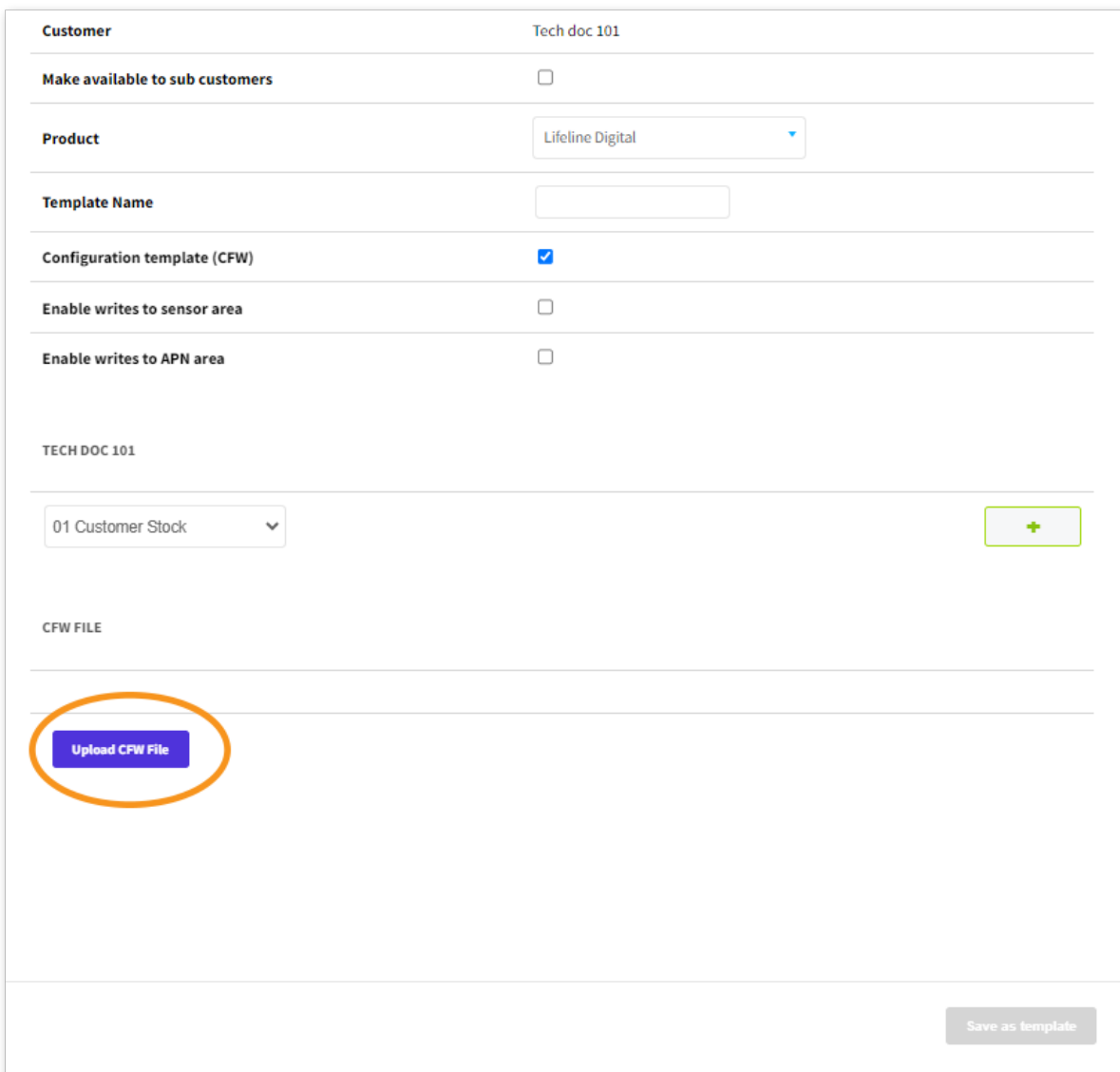
- Click **Select CFW file** and select a configuration file (.cfw) in the file browser window
- Click **Open** to upload the file to DMP.

The selected configuration file is displayed under *CFW FILE*.

k) Click **Save as template** then click **Verify** in the confirmation dialogue to continue.

l) A confirmation message appears when the template has been saved. Click **Close** to continue.

The template is now available on the **Templates** page and can be assigned to one or more districts.



The screenshot shows a configuration form for a template. The form is titled "Tech doc 101" and includes several settings:

- Customer:** Tech doc 101
- Make available to sub customers:**
- Product:** Lifeline Digital (dropdown menu)
- Template Name:** (empty text input)
- Configuration template (CFW):**
- Enable writes to sensor area:**
- Enable writes to APN area:**

Below these settings, there is a section for "TECH DOC 101" with a dropdown menu showing "01 Customer Stock" and a green plus icon in a box. The "CFW FILE" section contains a blue button labeled "Upload CFW File" which is circled in orange. At the bottom right, there is a grey button labeled "Save as template".

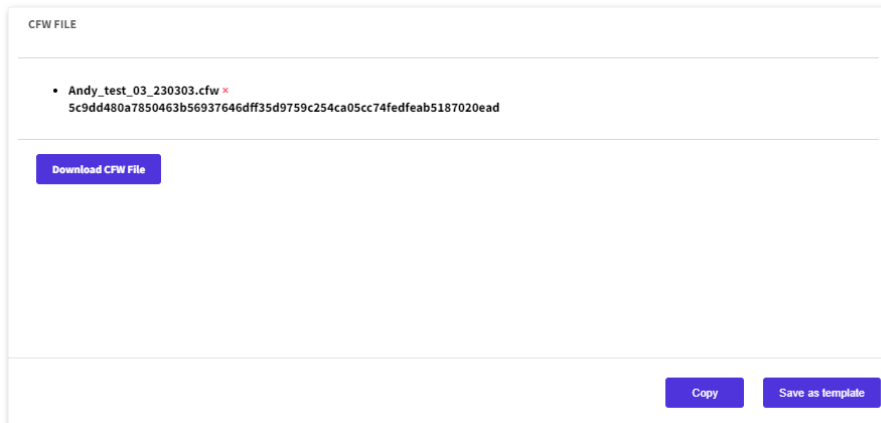
6.2.6. Download a configuration file (.cfw) from DMP

To download a configuration file (.cfw) from DMP:

a) Go to **Operations > Templates**.

- b) If you have access to more than one customer, select the appropriate customer in the *Customer* drop-down list.
- c) Click to select the template that contains the configuration file that you want to download.
- d) Click **Download CFW file**. The file is then automatically downloaded to your computer.

If the download doesn't start automatically, contact your IT department.

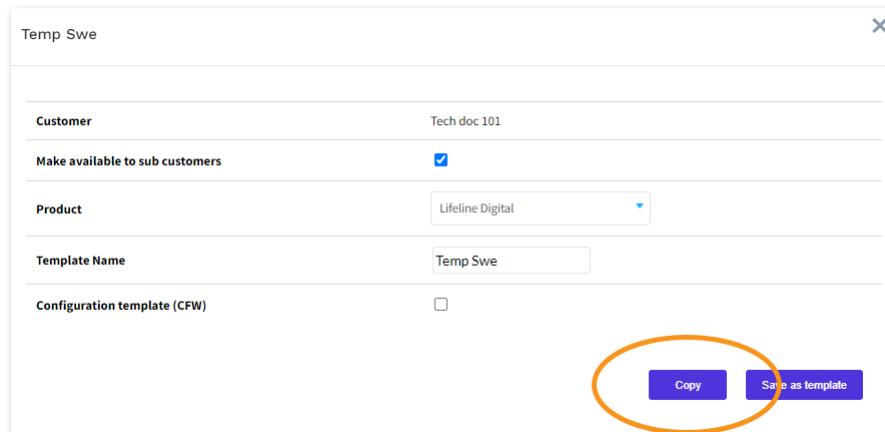


6.2.7. Create a copy of a template

To create a copy of a template:

- a) Go to **Operations > Templates**.
- b) Click on the template that you want to make a copy of. DMP opens the *Edit template* window.
- c) Click the **Copy** button to create a copy of the template.

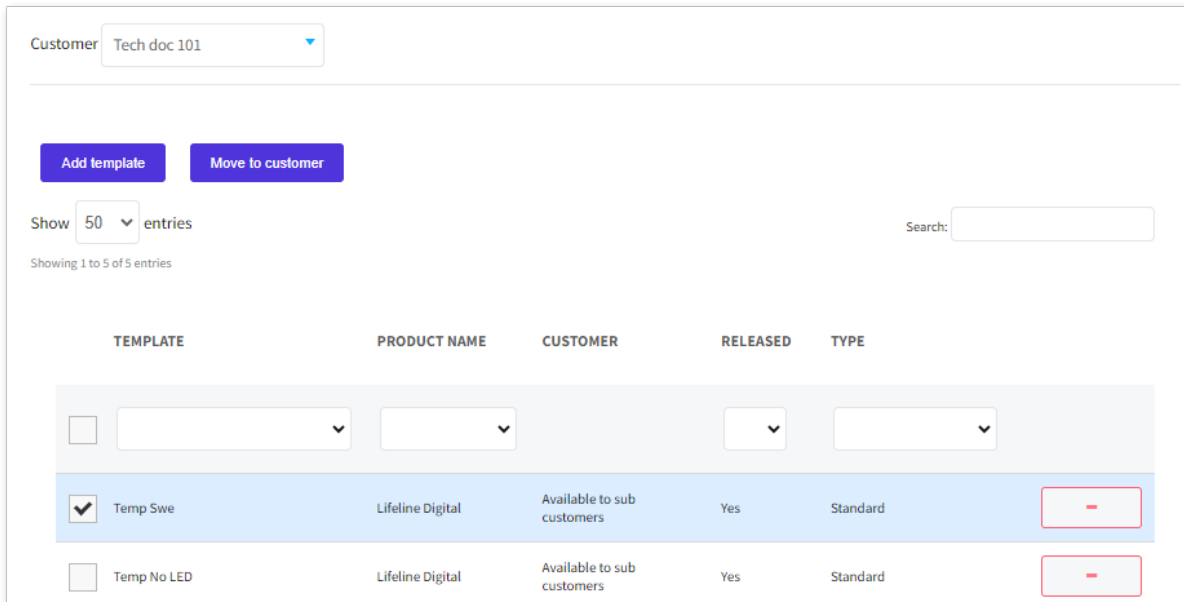
The copy appears in the list on the *Templates* page.



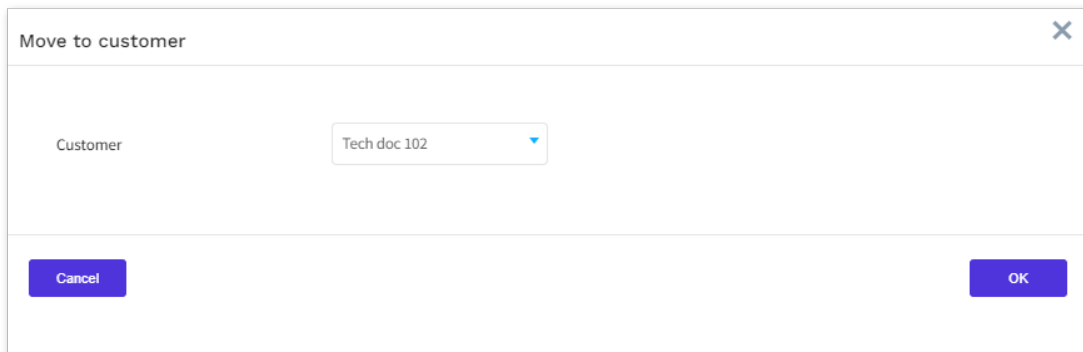
6.2.8. Move a template to another customer

To move a template to another customer:

- a) Go to **Operations > Templates**.
- b) Tick the checkbox of each template that you want to move.
- c) Click the **Move to customer** button to open the *Move to customer* window.




- d) Select the destination customer in the *Customer* drop-down list.
- e) Click **OK**.



The template is now available for the destination customer.

6.2.9. Delete a template

To delete a template:






- a) Go to **Operations > Templates**.
The **Templates** page displays a list of templates.
- b) Click the  button next to the district that you want to delete.
DMP displays a verification message.
- c) Click **Remove template**.
DMP displays a confirmation message.
- d) Click **Verify**.
DMP removes the selected template from the list.

Remove template ✕






Do you want to remove this template?

No Remove template

Appendix A. Status icons

| Status | Description |
|--|---|
| Green  | The device is functioning correctly and is sending heartbeats at the expected heartbeat interval. If connected devices are supported, they are also functioning correctly. |
| Blue  | The device sends heartbeats but has a technical status, for example: <ul style="list-style-type: none">• The device has low cellular signal level• There is a mains power failure• The backup battery is low• The device has a battery error• The device is in the process of updating its firmware or settings Hover the mouse cursor over the status icon to view additional information. |
| Yellow  | The status of the device is unclear, for example: <ul style="list-style-type: none">• There is a temporary communication problem such as temporary network issue• The device is connected incorrectly• The device lost contact with a connected device (peripheral)• The device is registered within the system but has not yet sent a heartbeat• There is a connected device warning |
| Red  | This status indicates an error that requires action, for example: <ul style="list-style-type: none">• The device is switched off• The device has lost all connectivity• There is an connected device error |
| White  | The device is set to inactive within DMP. |

Appendix B. Connected device status

| Status | Description |
|---|---|
| Green  | The connected device is OK. |
| Blue  | The connected device has a technical status, hover the mouse pointer over the status icon for more information. |
| Yellow  | The connected device has a warning status, hover the mouse pointer over the status icon for more information. |
| Red  | The connected device has an error status, hover the mouse pointer over the status icon for more information. |
| White  | The connected device is inactive. |

Appendix C. Email reports

DMP generates and distributes several types of status reports via email. You can select which reports to receive from your account settings. The following email reports are available:

- **Device status summary report** - a district-level summary of the devices within a district with their current status. The properties that control the interval of this report are:
 - *Daily report time* in the district's *Properties* tab
 - *Periodicity* in the district's *Properties* tab
- **Device status change report** - produced when a device changes its status and details the device and status change. The property that controls the interval of this report is:
 - *Minimum time between reports* in the district's *Properties* tab
- **Device technical status change report** - produced when a device changes its status and details the device and status change.
 - *Minimum time between reports* in the district's *Properties* tab



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