



Lifeline 400

programming guide

Part Number: D3707146B

All the reassurance you need

Tunstall

1. INTRODUCTION

Each Lifeline 400 is supplied with an 'Installation and User Guide'. Please ensure you are familiar with this prior to reading this guide.

This programming guide contains guidelines and examples of how to program the Lifeline 400 for use in most situations.

**PLEASE NOTE THAT LIFELINE 400 IS FOR USE WITH THE
TUNSTALL 869MHz EUROPEAN SOCIAL ALARM
FREQUENCY RADIO TRIGGERS AND SENSORS ONLY.**

The guide is split into the following sections:-

- **PROGRAMMING OPTIONS** (page 2)
- **COMMON TASKS** (page 5)
- **OTHER TASKS** (page 7)
- **INTRUDER SYSTEM TASKS** (page 12)
- **FREQUENTLY ASKED QUESTIONS** (page 26)

2. PROGRAMMING OPTIONS

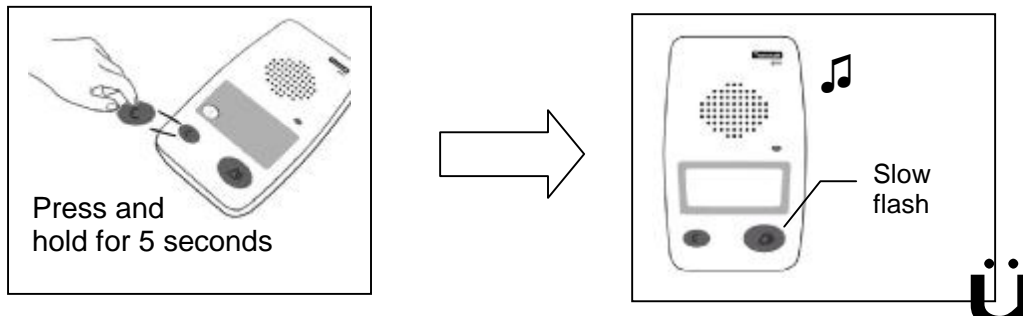
This section focuses on two methods for programming the Lifeline 400. However, the Lifeline 400 can also be programmed from a control centre and from a PC or laptop using the TAPIT (described in the 'Frequently Asked Questions').

Please note that the word radio sensor is used throughout this guide and can be interpreted as radio trigger, Amie+, Gem+, Fall Detector, PIR movement sensor, or other telecare sensor.

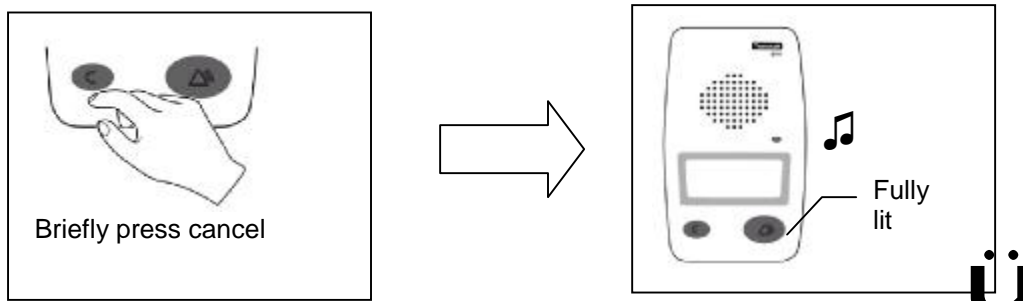
Programming a radio sensor

This method is suitable for assigning and removing radio sensors. This can be done with just the Lifeline 400, no other equipment is required.

- How to enter programming mode

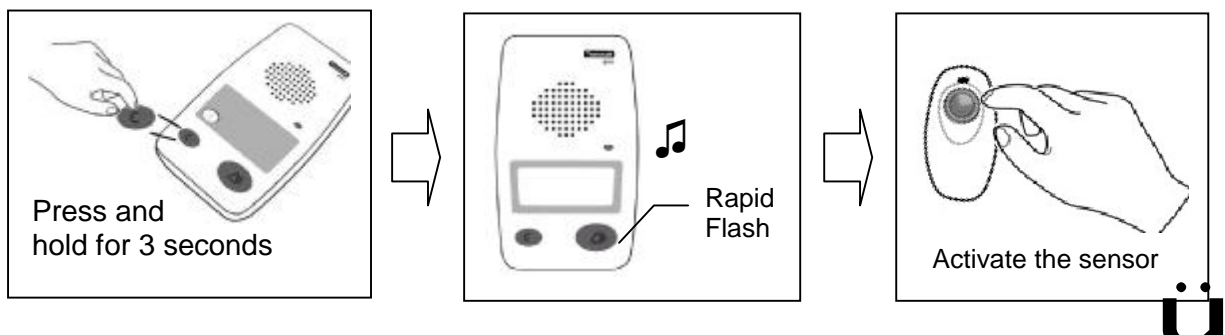


- , How to exit programming mode



- f* How to assign a radio sensor

Follow Step • to enter programming mode, then enter radio programming mode by..

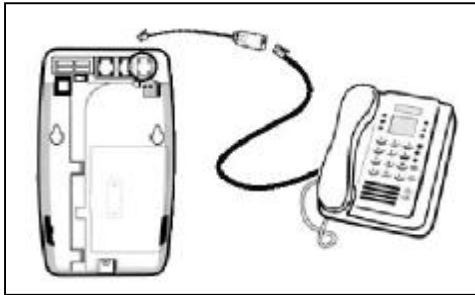


To assign further sensors, re-enter radio programming mode by repeating the steps in this section i.e. press and hold cancel for 3 seconds followed by 'activate the sensor'. A maximum of 12 sensors may be assigned. When complete exit local programming as shown in step ,

How to Program the Lifeline 400 using a Telephone.

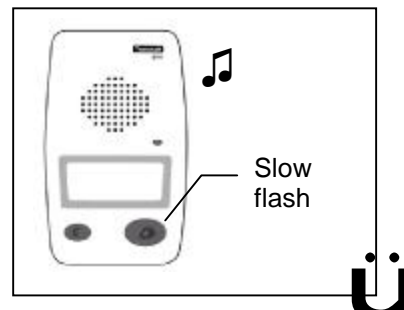
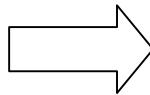
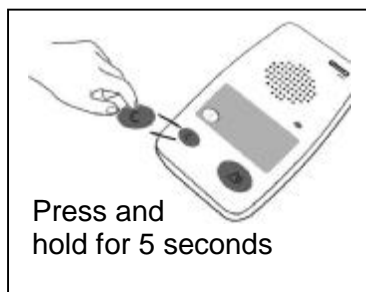
This method allows access to Lifeline 400's most common settings.

- Connect the telephone



Note- When programming Lifeline 400 disconnect smart boxes/modems etc so that there are no obstructions between the telephone and the Lifeline 400. These can be reconnected after programming is completed

- , Place the unit in local programming mode



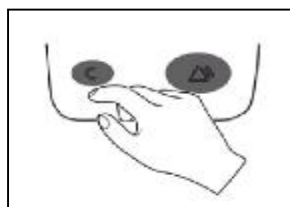
- f* Use the telephone keypad to program the unit

Lift the handset of the telephone and key the digits as described for the feature you wish to program. Note that although the Lifeline 400 can be connected to the telephone line during programming it is not essential. The examples found later in this guide will be of the format:-

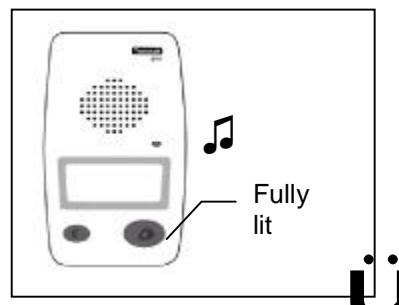
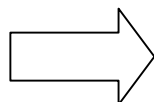
*** PARAMETER NUMBER * PARAMETER VALUE ***

Or will simply be a 4 digit number known as a 'quick code'. A 'quick code' is a convenient and quick way to alter many settings at once, for example make all types of alarm calls silent.

- „ Finally, exit local programming mode



Briefly press cancel



3. COMMON TASKS

In the following sections, each setup is accompanied with an icon to describe the most appropriate programming method. Refer to the earlier section to enter the particular programming mode indicated.



To be programmed using just the Lifeline 400, no other equipment required (Page 4).



To be programmed using a telephone.
Remember..

* Parameter number * Parameter Value *

Emergency Telephone Numbers



* 0 0 * 2 2 3 *

To set the 1st Emergency number to dial a control centre with telephone number '223'.

* 0 1 * 4 5 0 *

To set the 2nd Emergency number to dial a control centre with telephone number '450'.

* 0 0 * # 6 3 6 1 1 7 *

To set the 1st Emergency number to dial a Personal recipient with telephone number '636117'.

The 'Frequently Asked Questions' section at the back of this manual covers how to program more than two control centre or personal recipient numbers, and why # is used before some telephone numbers.

Unit Identity



The unit identity is the unique number that identifies an individual Lifeline 400 when it makes a call to a control centre. Lifeline 400 units have a default of 995 which should be changed before installation. A maximum of 12 digits can be used for the unit identity.

* 0 2 * 3 0 0 *

To set the unit identity to 300.

* 0 2 * 1 0 2 5 0 5 *

To set the unit identity to 102505.

Assigning Radio Sensors



Assignment of radio sensors was described on page 3 earlier in this guide. When a sensor is assigned, the Lifeline 400 detects the sensor type and automatically amends its settings - this is a new feature of Lifeline 400.

Testing Sensors



Once a sensor has been assigned then it is recommended that it is tested. This can be done by using a 'walk test' mode or by simply raising an alarm from the sensor.

The 'walk test' mode is activated by simply placing the unit in programming mode. Once in programming mode the Lifeline 400 will beep each time it receives a signal from any of its assigned sensors. Note the sensor must be assigned to the LL400 before a 'walk test' can be performed. This test is useful for range testing.

Removing a single Sensor



3 0 0 0



Enter local programming mode then lift the handset of the telephone plugged into the Lifeline 400, enter the 4 digit quick code opposite, then activate the radio sensor to be removed.

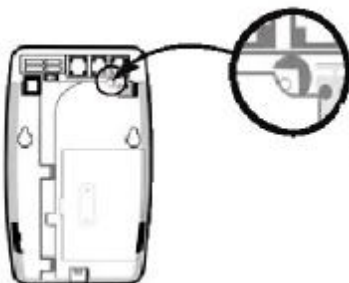


The sensor will no longer be assigned to the Lifeline 400, however the sensor can be re-assigned later if required.

Removing all Sensors



This step removes all radio sensors that are assigned to the unit. This would only be done if there was uncertainty as to which sensors were registered to a particular unit or a sensor had been mis-placed or the unit is simply being returned to stock.



Press and hold down the volume button for 10 seconds using a suitable pencil or pen. A beep will be heard when all sensors have been removed.

4. OTHER TASKS

Monitoring for Inactivity



The Lifeline 400 can monitor for signs of activity using sensors such as PIR movement sensors. Should no activity be found for a specified time (12 or 24 hrs) then an alarm call is raised. The user will hear 10 minutes of warning beeps before this call is made. The 'Frequently Asked Questions' section at the back of this guide(page 15) covers what is considered to be a sign of activity.

5 1 1 2

This quick code sets up the unit to raise an alarm if no activity occurs for a 12 hour period.

5 1 2 4

This quick code sets up the unit to raise an alarm if no activity occurs for a 24 hour period.

Periodic Calls



Periodic calls are silent calls made by the Lifeline 400 usually to a control centre to confirm that the whole alarm system is working correctly, this tests the Lifeline 400 and telephone line through to the control centre. These calls are made on a regular basis, the most common setting is every 30 days. A maximum of up to 99 days can be specified.

*** 1 2 * 3 0 1 0 ***

This sets up the unit to make periodic calls every 30 days. NOTE: the first call is made 24 hours after this command, then at the same time 30 days later etc...

*** 1 2 * 3 0 1 1 ***

This sets up the unit to make periodic calls every 30 days. NOTE: the first call is made 36 hours after this command, then at the same time 30 days later etc...



The 36 hr setting is useful if the configuration is done in the day but the periodic calls are preferred at night. For example if the configuration is done at 2.00pm Monday afternoon, the first periodic call is then at 2.00am Wednesday morning followed by a call every 30 days at 2.00am in the morning.

*** 1 2 * 0 1 1 0 ***



This sets up the unit to make periodic calls every day. NOTE: the first call is made 24 hours after this command.

*** 1 2 * 0 0 0 0 ***

This disables the periodic call feature.

Silent Calls



By default, periodic calls and other information calls are silent, this means that no noise will be heard from the Lifeline 400 during the call. An example of this is automatically reporting that a radio sensor's battery is low.

In some circumstances it may be desired that all types of alarm call are silent, for example if the Lifeline 400 is being used in witness protection to domestic violence situations.

9 1 0 1

Any alarm call generated by the unit will now be silent.
NOTE: The alarm button will still flash.

9 1 0 8

Any alarm call generated by the unit will now be silent and the alarm button will NOT flash.

9 1 0 3

Restore the settings back to default. eg. only periodic and information calls are silent.

Assigning Location Codes to Radio Sensors



Location information can be assigned to a variety of radio sensors at the control centre or by using the TAPIT+ interface so that when a call is raised at the control centre, the location of the radio sensor, as well as its type, will be displayed.

The TAPIT+ interface is available from Tunstall under the following part number- 36900/01.

Location information can also be assigned using the keypad of a telephone when connected to a Lifeline 400.

In order to do this, de-register all triggers/sensors by placing the Lifeline 400 into programming mode and depressing the volume button for 10 seconds. This must be done so as to ensure call codes are assigned to correct triggers (refer to page 7 'Removing all Sensors').

Following this, register the first required sensor and assign its location code into parameter 61.

Location information is registered sequentially in odd number parameters between 61 and 85 therefore it is important to note that the required location code for the first registered sensor should always be programmed in to parameter 61. When registering the second sensor, location information

should always be programmed in parameter 63, the third into parameter 65 and the fourth into parameter 67 etc.

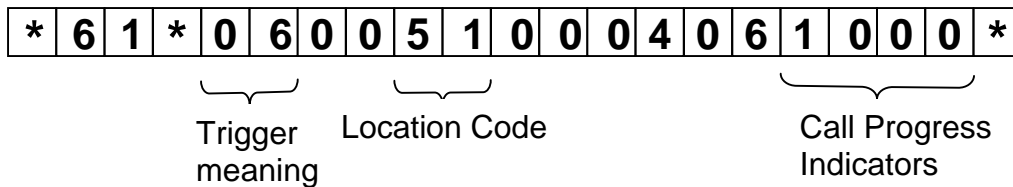
Therefore, (after removing all sensors from the unit) to register a smoke detector as the first sensor and assign it to the living room, the procedure below should be followed:-

1. Register the smoke detector

Register the smoke detector by entering trigger registration mode and activating its radio trigger.

2. Assign the location information

Assign the required location code by using the keypad of the connected telephone and typing the following:-



Trigger Meanings- Please refer to page 11 for a full list of trigger meanings

Location Codes- Please refer to page 12 for a complete location table.

Note- Location information cannot be assigned to Radio Output Modules and Flood Detectors.

Call Progress Indicators- The following digits should be typed to determine the type of call indication required:-

0 6 1 0 0 0	Audible + visual indicators on	}	No progress tones or control centre audio
3 0 1 0 0 0	Audible indicators-off/visual indicators-on		
7 0 1 0 0 0	Audible indicators-off/ visual indicators-off		
1 0 1 0 0 0	Audible indicators-off/visual indicators-on	}	No progress tones but with control centre audio
5 0 1 0 0 0	Audible indicators-off/visual indicators-off		

Assigning a Bogus Caller Description to a Trigger



In order to assign a bogus caller description to a trigger, the text of one location code in the 'local' TT92 location table at the control centre should be edited to read 'Bogus Caller'.

Please note that global location table meanings should not be altered in any way.

Once this has been completed, the chosen location code should be assigned as described on pages 9-10 (Assigning Location Codes to Radio Sensors) together with the chosen call progress indicator, in order to determine whether the call raised should be silent with or without visual indicators.

Trigger Meaning Codes



Trigger Meaning Codes	Trigger Description
01	Personal (auto-battery low)
03	Temperature
04	Flood detector
05	Carbon monoxide
06	Smoke
07	Door contact
08	Pressure mat
09	Pull cord
10	Incontinence sensor
11	Bed occupancy
12	PIR (entry/exit)
13	Fall detector
14	PIR (standard)
15	Reserved
16	ROM #1
17	ROM #2
18	ROM #3
19	ROM #4
20	Natural Gas
21	Wandering

A new bogus caller trigger will be available shortly Tunstall Part Number 67005/48. This will be plug and play compatible with the LL400 but will still require the text to be edited at the control centre.

TT92 Location Codes



Location Code	Text
00	
01	first resident
02	second resident
03	third resident
04	unspecified location
05	unspecified location
06	unspecified location
07	CO Detector activation
08	CO Detector auto low bat
09	Retrofit speech trigger
10	local unit
11	Flood detector 2
12	Flood detector 3
13	Flood detector 4
14	Flood detector 5
15	Bed/chair not in
16	Bed/chair not up
17	Bed/chair out
18	Bed/chair other
19	Bed/chair auto low bat
20	Bedroom not specified
21	Master bedroom
22	Second bedroom
23	Other bedroom
24	Other bedroom
25	ROM1 event 1
26	ROM1 event 2
27	ROM1 event 3
28	ROM1 event 4
29	ROM1 auto low bat
30	Bathroom WC/not spec
31	Main bathroom
32	Second bathroom
33	Downstairs WC
34	Outside WC
35	ROM2 Event 1
36	ROM2 Event 2
37	ROM2 Event 3
38	ROM2 Event 4
39	ROM2 auto low bat
40	Kitchen not specified
41	Main kitchen area
42	Second kitchen area
43	Other kitchen area
44	Other kitchen area
45	ROM3 event 1
46	ROM3 event 2
47	ROM3 event 3
48	ROM3 event 4
49	ROM3 auto low bat
50	Living area not spec

51	Living room
52	Dining room
53	Study
54	Second living room
55	ROM4 Event 1
56	ROM4 Event 2
57	ROM4 Event 3
58	ROM4 Event 4
59	ROM4 auto low bat
60	Hall/stairs not spec
61	Hall
62	Landing
63	Stairs
64	Other hall/stairs
65	Medical reminder no ack
66	Auto presence failed
67	Incontinence event
68	Incontinence ALB
69	PIR hall/stairs
70	Garden/garage not spec
71	Garage 1
72	Garage 2
73	Front garden
74	Back garden
75	Other garden/garage
76	Other garden/garage
77	Other garden/garage
78	Other garden/garage
79	Other garden/garage
80	Unspecified location
81	Speech trigger 1
82	Speech trigger 2
83	Speech trigger 3
84	Speech trigger 4
85	Speech trigger 5
86	TES temp rise
87	TES low temp
88	TES fault condition
89	TES high temp
90	TES auto low bat
91	Fall det auto low batt
92	Fall det button press
93	Fall det fall
94	Flood detector 1
95	Gas detector activated
96	Gas detector ALB
97	Door left open
98	Client wandered
99	Wander detector ALB

5. INTRUDER SYSTEM TASKS

The Intruder System – a step by step guide



Introduction

It is recommended that for full intruder functionality the Lifeline 400 should have an AWAY key.

There are six stages to setting up the Intruder system outlined in this guide

1. Activating the Lifeline 400 Intruder Functionality
2. Assigning the PIR's to work with the Lifeline 400 in intruder mode
3. Arming and Disarming the intruder system
4. Testing the intruder system
5. Lifeline 400 Intruder Operational Scenarios
6. Alternative set up options

The intruder functionality is very flexible with a number of operational options. This section of the programming guide contains guidelines and examples of how to program the Lifeline 400 for each of these options starting with the default option as follows:

- Ø Single Zone Dwelling
- Ø 3 Intruder Detection Sensors (PIR's) installed, one of which is set to be an Entry/Exit sensor
- Ø An Entry / Exit Time Set at 30 seconds
- Ø Arming the intruder system by pushing the AWAY Key
- Ø Disarming the intruder system by pushing the AWAY Key THEN pushing an intruder disarm enabled personal trigger*
- Ø Or
- Ø Disarming the intruder system by pushing the AWAY Key THEN entering a Personal Identification Number (PIN) via a telephone keypad.

* Please note that the Amie supplied with the LL400 is automatically set up to allow disarming of the LL400 by pressing the Amie AFTER pressing the AWAY Button

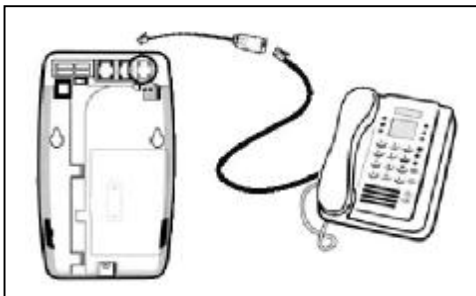
Activating The Lifeline 400 Intruder Functionality

Before the Lifeline 400 can be used for intruder detection, the feature must be activated.

To do this, connect a telephone to the Lifeline 400 and enter the programming mode as shown below.

This method allows access to Lifeline 400's most common settings.

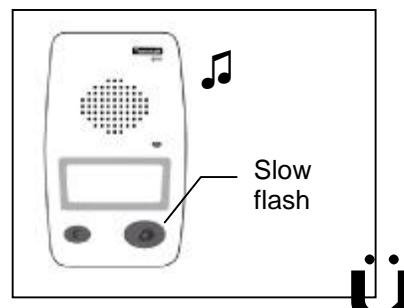
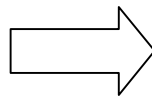
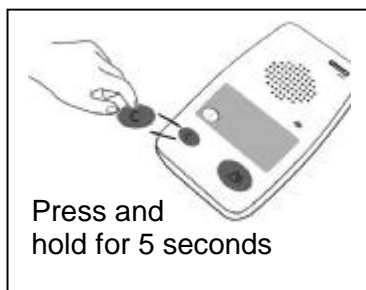
- **Connect the telephone**



Note- When programming Lifeline 400 Disconnect smart boxes/modems etc so that there are no obstructions between the telephone and the the Lifeline 400.

These can be reconnected after programming is completed.

- , **Place the unit in LOCAL PROGRAMMING mode**



- f Use the telephone keypad to program the unit**

Once in local programming mode lift the handset of the telephone then key the digits as described for the feature you wish to program.

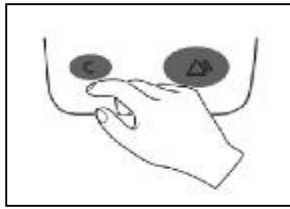
To enable the Intruder Functionality simply input a 4 digit number known as a 'quick code'. A 'quick code' is a convenient and quick way to alter settings in the Lifeline 400.

To activate the intruder functionality in the Lifeline 400 enter the following quick code:-

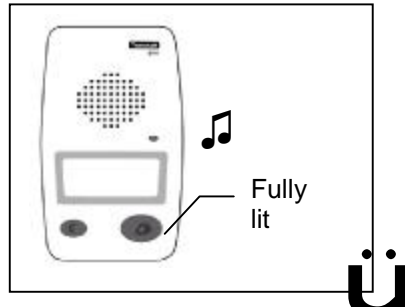
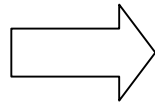
6 0 0 1

NOTE: If at any stage later, you wish to disable the intruder feature then 6002 can be used to do this.

„ Finally, exit local programming mode



Briefly press cancel



Fully lit

Assigning and Installing Intruder Sensor PIR's



First refer to the PIR's user guide, then choose the desired locations in the dwelling for your PIR's paying attention to the set up parameters for pets and the coverage of the dwelling that you are aiming to protect.

It is easier if the PIR's are assigned to the Lifeline 400 before they are physically installed in the dwelling.

Once all the PIR's are assigned they can then be installed in the correct locations.

Take the first PIR you would like to assign to the Lifeline 400 out of its box and then referring to the user guide for the PIR, put the PIR into "walk test" mode.

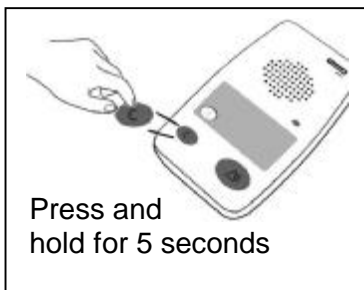
Assigning the PIR's to work with the LL400 in intruder mode

There are two stages of programming in the LL400.

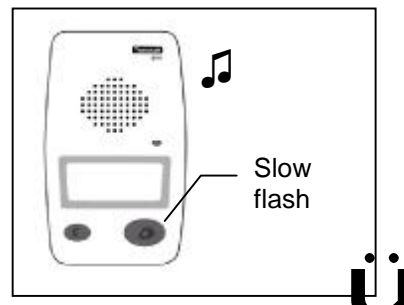
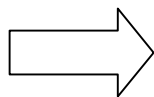
The first stage is LOCAL PROGRAMMING which is used to turn on and off functionality in the Lifeline 400 and also for testing of the system.

The second stage is RADIO PROGRAMMING mode which is used to make radio sensors work with the LL400.

Place the unit in LOCAL PROGRAMMING mode

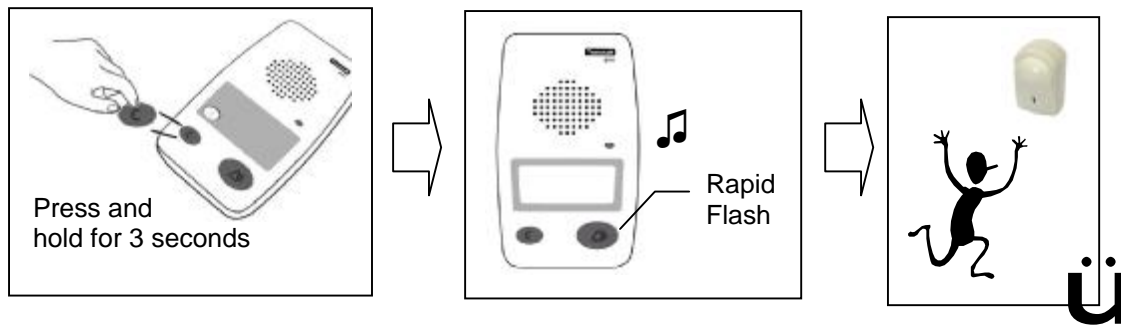


Press and hold for 5 seconds



Slow flash

Then from local programming mode enter RADIO PROGRAMMING mode by..



Press and hold Cancel button for 3 seconds. The unit will Beep. Release the Cancel button. Red button will flash quickly. Activate the PIR by walking or waving a hand in front of it whilst the PIR is in “walk test” mode

After the beep the Lifeline 400 will return to local programming mode (slower flashing red button).

Assigning locations to PIRS and assigning Entry / Exit PIR's



To enable the control centre to understand the location of the PIR in the dwelling after it has been activated you can assign the location of the PIR in the Lifeline 400. Assigning the location of the PIR is also important, as it will inform the control centre if the PIR has a low battery.

Without a location code the control centre cannot identify which PIR in the property has been activated or has a low battery.

Assigning the location of the PIR is done immediately after the LL400 unit has beeped and whilst the unit is still in local programming mode.

The PIR can be assigned as either an Entry / Exit PIR or a standard PIR this decision needs to be made before assigning the location code.

An Entry/Exit PIR enables the occupants of the dwelling to enter the dwelling by their preferred route with warning tones and without activating the intruder system thereby preventing false alarms.

Generally the PIR's covering the most frequently used Entry/Exit points (i.e. the front door or back door) are set as an Entry/Exit PIR's. More than one entry Exit PIR can be assigned to the unit.

If the Entry/Exit PIR is activated the Lifeline 400 will emit entry and exit tones for 30 seconds during which time the system can be disarmed without activating the intruder alarm or the occupant can leave the dwelling without activating a false alarm call.

If after 30 seconds the system has not been turned off or the property is not left secured then the system will send out an alarm.

If the PIR is to be an Entry/Exit PIR then this needs to be assigned as follows:

Whilst still in local programming mode:

Press the AWAY key on the Lifeline 400 unit then enter the location code as below.

If the PIR is chosen to be a standard PIR (not Entry/Exit PIR) then DO NOT press the AWAY key before entering the location code. The Entry/Exit tones will not beep when this type of PIR is activated but there will be a default 30-second delay before the unit raises an intruder alarm call to help prevent false alarms. This delay period can be changed as described on page 23 "Changing the delay in triggering the intruder alarm from a standard PIR."

The location of the chosen PIR whether Entry/Exit or standard is assigned in the Lifeline 400 by entering the following quick code 41 followed by its location code from the table below.

For example the quick code 4161 has been entered where 61 (Hall) has been set:-

4	1	6	1
---	---	---	---

Location

00	No Location
31	Main Bathroom
41	Main Kitchen
51	Living Room
52	Dining Room
61	Hall
62	Landing
63	Stairs
71	Garage

A full location code table can be found on page 11.

Ensure to write the intended location of the PIR on the box for correct installation later.

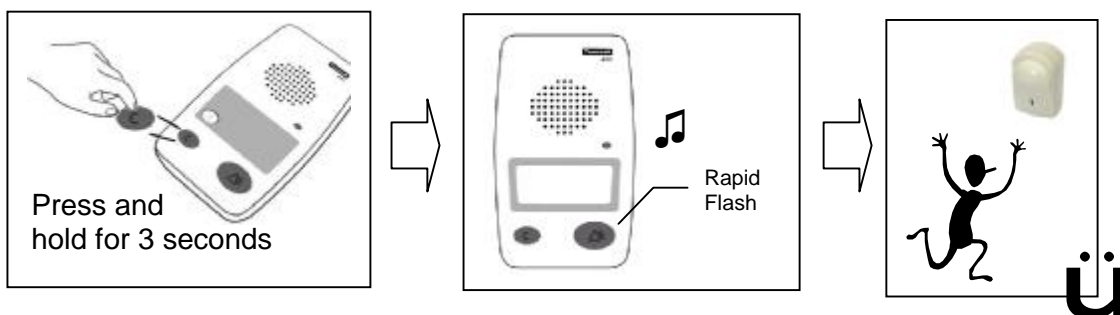
Once the location of the PIR has been entered put the PIR back in its box for the moment ensure the intended location has been written on the box for correct installation at the end of the assignment phase.

ASSIGNING FURTHER PIR's



To assign further PIR's, IN TURN take each PIR out of its box and put the PIR to be assigned into "walk test" mode and put the front cover back on loosely.

Put the Lifeline 400 into local programming mode (if not already there) and then re-enter Radio programming mode:



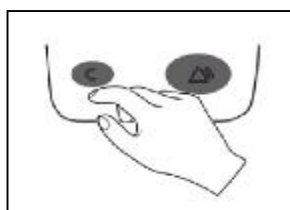
Press and hold the Cancel button for 3 seconds. The unit will Beep. Release the Cancel button. Red button will flash quickly. Activate the PIR by walking or waving a hand in front of it whilst the PIR is in walk test mode

Repeat the procedure for assigning the PIR to the Lifeline 400 and giving the PIR's locations of as above.

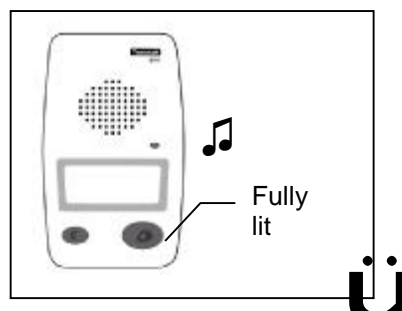
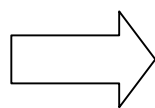
Put the PIR back in its box and write the location on the box.

A maximum of 12 sensors including your personal trigger (s) may be programmed to the Lifeline 400 in this way.

„ Finally, exit local programming mode



Briefly press cancel



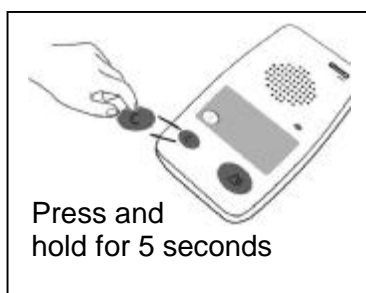
Once you have completed the assignment of PIR sensors and exited local programming mode the PIR's can be physically installed in their chosen locations making sure they are the same as those written on the box.

Leave the PIR in walk test mode but put the front cover back on loosely until testing is complete.

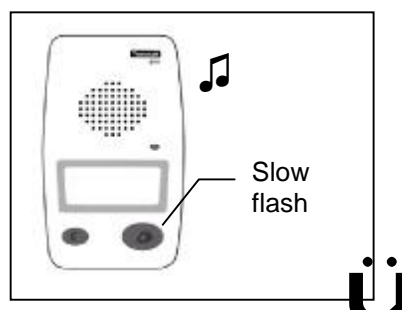
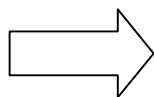
Testing the recently installed PIR's

Once registered to the Lifeline 400 it is a good idea to test the PIR's with the Lifeline 400 in local programming mode.

Place the unit in LOCAL PROGRAMMING mode



Press and hold for 5 seconds



Once in local programming mode the Lifeline 400 will beep each time it receives a signal from any of its assigned PIR's or other assigned sensors. Note: the sensor must be assigned to the Lifeline 400 before this test can be performed. This test is useful for testing the range and coverage of the PIR.

Walk around the dwelling and check the coverage of the PIR's by listening to when the Lifeline 400 beeps. When satisfied that the PIR's are covering the desired areas, refer to the PIR instructions and take the PIR out of "walk test" mode and put the front cover back on properly.

Taking the PIR out of walk test mode significantly enhances its battery life.

Exit local programming mode by pressing the cancel key.

The PIR's are now assigned to the Lifeline 400 and ready to work with the intruder system.

Note: The Lifeline 400 will automatically Exit programming mode if untouched for 3-4 minutes.



Arming And Disarming The Intruder System

Arming the Intruder System

Pressing the AWAY Key on the front of the Lifeline 400 will arm the Intruder system.

Once the AWAY Key is pressed the unit will beep (Entry/Exit tones) and there is a delay of 30 seconds before the intruder system is armed. This delay allows you to exit and secure the property.

Once armed the intruder system will be triggered if the sensors are tripped before disarming the intruder system.

Previously chosen PIR's will wait 30 seconds before triggering the intruder system other sensors will trigger immediately.

Once the intruder system has been triggered the Lifeline 400 unit will SILENTLY call the chosen telephone numbers to alert them that there has been intruder activation.

Disarming the Intruder System

The default configuration for disarming the Lifeline 400 Intruder system is to press the AWAY key and then **EITHER** enter the PIN number via the telephone connected to the Lifeline 400 **OR** press your personal trigger.

Unless configured otherwise using Intruder System Options outlined on Page 21, when the intruder system has been armed and the dwelling is re-entered the Lifeline 400 will wait for 30 seconds allowing time to disarm the system. If the dwelling is re-entered via the chosen Entry/Exit routes then the LL400 will emit Entry/Exit tones otherwise the LL400 will remain silent.

An alternative is to use a dedicated trigger or triggers as outlined in the Intruder System Options section on page 21.

Important please note:

If you press the personal trigger first by mistake this will be treated as a personal alarm call and will raise a personal alarm call to the control centre. Unless the cancel key is pressed within 4 seconds of a personal alarm call it cannot be stopped until the control centre has cleared it down. The intruder system could still be armed and will need to be disarmed otherwise a false intruder alarm call will be raised.

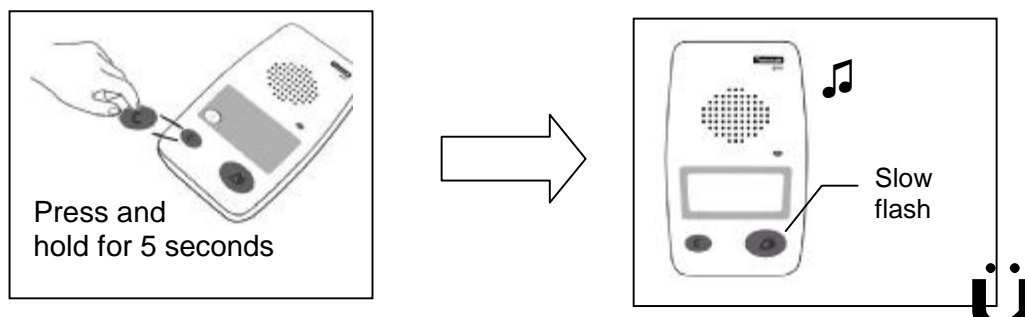
To disarm the intruder system whilst this personal alarm call is in progress then you will need to follow the disarming process again as follows: press the AWAY Key and then the personal trigger. This will disarm the intruder system whilst the personal alarm call is going through.

Personal Identity Number (PIN) Number Deactivation

An alternative way of disarming the intruder is by entering a PIN number through the keypad of a connected telephone. The ability to use the PIN number for deactivation is already set up in the Lifeline 400. The default PIN number is 1234 and it is recommend that this should be changed now and kept in a safe place.

To change the default PIN to example 3567 do the following

Place the unit in LOCAL PROGRAMMING mode



and then enter the following through the keypad of the connected telephone where 3567 is the new PIN number:-

*** 5 0 * 3 5 6 7 ***

Please note that the system cannot be disarmed by using a PIN number whilst a personal alarm call is in progress this is because the Lifeline 400 is set up to ensure that personal alarm calls take priority over other functions in the unit.

Congratulations your intruder system is now ready to be tested.

Some Suggested Testing Of The System

Arm the system by pressing the AWAY key

Disarm the system by pressing the AWAY key then the personal trigger

Arm the system and activate the Entry/Exit PIR, did the Entry/Exit tones sound?

Disarm the system using the PIN number through the telephone key pad.

Arm the system and activate another PIR, the unit should make a silent call to your control centre and the location should be obtained from the control centre staff and checked to see if it is correct.

The control centre should clear down the unit. Check all the PIR's activate the unit to the control centre by activating them in turn.

Other testing should be carried out as desired.

Lifeline 400 Intruder Operational Scenarios



The Lifeline 400 intruder functionality is a valuable enhancement to the Lifeline 400. There are a number of operational user scenario's which reflect the normal operation of the system but which the programmer and end user should be aware of to avoid confusion.

- 1) If a personal alarm call is raised before an intruder alarm call then the personal alarm call will be handled first and then the intruder alarm call. During a personal alarm call pressing the AWAY key and then the personal trigger (if allocated) or a dedicated trigger can disarm the intruder system. Pressing the AWAY key and then entering the PIN CANNOT disarm the intruder system as the personal alarm call will have priority over the telephone line. With the system still armed intruder alarm calls may well be activated if other PIR's are activated or the Entry/Exit period times out. It is therefore advisable that the intruder system is disarmed through a personal trigger or a dedicated arm/disarm trigger.
- 2) If the intruder system is armed and a personal alarm call is made accidentally then pressing the cancel key will not prevent a personal alarm call being made. Pressing the cancel key when the intruder system is armed is the same as pressing the AWAY key the Entry/Exit tones will sound and the intruder system will need to be disarmed. The accidental personal alarm call can be stopped if the intruder system is immediately disarmed and then the cancel key is pressed before the unit has connected with the control centre.
- 3) If the intruder system is set and you want to re enter the dwelling quickly for any reason (within approx. 2 minutes of exit) then the Entry/Exit beeps may not sound. This is NOT a fault with the unit but the proper working of the PIR in order to save battery life. Unless in walk test mode the PIR is set up to wait for approximately 2 minutes of inactivity after the previous activity it has seen before it will act and send a radio sensor signal to the Lifeline 400. As you have entered the dwelling within that period the PIR will not activate and send a signal to the Lifeline 400 unit. As the Lifeline 400 unit has not received a signal from the Entry/Exit PIR the Entry/Exit tones will not beep and the intruder system will still be armed and the AWAY key will be lit as a reminder. The system should still be disarmed and then re-armed as going elsewhere in the dwelling covered by another PIR is likely to raise a false alarm call that may well be a silent call.

- 4) The Lifeline 400 handles multiple calls in priority order with personal alarm calls handled above intruder alarm calls. This can cause the unit to be in a state where all the lights on the unit are flashing. The unit will be processing the calls and should be left to contact the control centre at which point it is advisable that the control centre is informed that multiple calls have been raised including intruder system calls. Once the alarm call has been cleared the second alarm call will be made, if this is an intruder activation please be aware that it cannot be cancelled, it might be a silent call and the control centre maybe expecting a password. The unit will process as many alarm calls as have been raised unless the cancel key is used to clear them when they cycle round.

Intruder System Options



Change the entry/exit time

The default time allowed for entering and exiting the property is 30 seconds. If you wish to change this for example to 120 seconds, then in local programming mode enter:-

*	4	9	*	1	2	0	*
---	---	---	---	---	---	---	---

Any time can be entered in seconds up to 600 seconds (10 minutes). Less than 100 seconds should be entered *49*090* for 90 seconds.

Arming and Disarming the Intruder System

The intruder system should be armed when leaving a property, by default this is done using the AWAY key as described above. However, there is a dedicated arming and disarming trigger option as outlined below.

Arming and Disarming the system using dedicated triggers

To make this functionality work in the Lifeline 400 enter local programming mode, and then enter the following quick code :-

6	4	1	5
---	---	---	---

A beep will be heard at the Lifeline 400.

If dedicated Arm/Disarm triggers are the chosen method of operation it is recommended that the special Arm/Disarm Amie or Gem triggers with blue buttons are used. These are available from Tunstall with the following part numbers: Amie P67005/47 and Gem P67005/48 and P64900/12A for the Gem mounting bracket

This Blue Button Amie and Gem are plug and play compatible with the Lifeline 400 and just need to be registered with the Lifeline 400 unit. This is accomplished by entering local programming mode, then entering radio programming mode and making the chosen trigger work with the Lifeline 400 by pressing it, the Lifeline 400 will beep and re enter local programming mode from where the cancel key can be pressed to exit programming mode. The trigger should now be tested.

If the blue button Amie or Gem has been assigned as a different trigger or needs to be manually assigned this can be accomplished by entering a quick code during the assignment of the trigger.

To do this, simply assign the trigger work to the Lifeline 400 and immediately after exiting radio programming mode and whilst still in local programming mode set up the dedicated Arm/Disarm functionality by entering the following quick code:-

6	0	0	6
---	---	---	---

PANIC or Bogus Caller Trigger

A red button Gem is the recommended option for a PANIC or Bogus Caller trigger this can be assigned to raise silent intruder calls immediately, regardless of whether the intruder system is currently armed.

To do this, simply assign the trigger work to the Lifeline 400 and whilst still in local programming mode set up the PANIC or Bogus caller functionality by entering the following quick code:-

6	0	0	4
---	---	---	---

The control centre text will need to be edited as described on page 10

Hardwired Input (if required)

As well as PIRs, the hardwired input can be used. If you wish to use this then set-up as described in the hardwired input section on page 24 and set its meaning to PIR standard or PIR Entry/Exit.

Zones



If required, the intruder installation can be split into 2 zones – for example an upstairs and downstairs zone. This allows the system to be armed for both zones when the property is left or for example Zone 1 only at night.

Allocating PIRs to zones

Each PIR can be allocated to a Zone at the time it is assigned to the unit by selecting the zone digit in the following quick code:-

4	2	6	2
---	---	---	---

Here the last assigned PIR is allocated to Zone 2, Location 62

Zone Location

The zone digit can only be 1 or 2.

Zoned arming using the AWAY key

To arm all zones press the AWAY key.

To arm only zone 1:-

1. Hold the AWAY key down
2. Whilst AWAY is still down press and release the cancel key
3. Finally release the AWAY key

Zoned arming using a dedicated trigger



Dedicated triggers can be set to arm Zone 1 only if desired. For example a dedicated wall-mounted trigger could be installed at the top of the stairs that is used to arm the system at night. To make this functionality work in the Lifeline 400 first enter local programming mode, and then enter the following quick code :-

6	4	1	5
---	---	---	---

A beep will be heard at the Lifeline 400. Then choose and use the quick codes that can then be entered immediately after the dedicated trigger has been assigned

Quick Code	Sets dedicated trigger so that it...
6003	Arms Zone 1 only, but cannot disarm
6005	Arms all zones, but cannot disarm
6006	Arms all zones, and can disarm

A number of dedicated triggers can be assigned all with differing options if required.

Important: Zoning triggers and dedicated Arm Disarm triggers DO NOT raise social alarm calls. It is important that the special zoning trigger is used for this application as it has a blue button to provide a visual reminder of its purpose. Tunstall Part Numbers Amie P67005/47 and Gem P67005/48 with bracket P64900/12A.

Changing the delay in triggering the intruder alarm from standard PIR.



The default setting for the delay in a standard PIR (non-Entry/Exit) is 30 seconds this allows someone to disarm the system before an alarm call is raised if the system has been accidentally triggered.

To change this setting, then in local programming mode enter the following digits...

*	5	1	*	0	3	0	0	1	0	0	0	*
---	---	---	---	---	---	---	---	---	---	---	---	---

↑ ↑ ↑
Time in
seconds =
30 seconds

Restoring Lifeline 400 units back to factory settings



If required, the unit can be reset to its factory default settings for the UK. This might be done if the unit has come back and needs reprogramming before re-use or if there is some uncertainty as to how the unit has been programmed previously.

2 0 5 0

After this quick code is entered, a delay will occur before a confirmation beep is heard.



Restoring factory settings will remove any registered radio sensors as well as the control centre numbers together with any other settings and unit identity.

Battery and Mains monitoring

The Lifeline 400 is fitted with a rechargeable battery to ensure that if mains power fails the unit will continue to operate for at least 30 hours. When the Lifeline 400 is first installed, the battery will take 24 hours to become fully charged.

If the mains power remains absent then a short 'mains fail' call is made between 1 and 2 hours after the mains initially failed. The call is made at a random point between 1 and 2 hours to ensure that not all calls in a local area are presented to a control centre at the same time.

Should the mains power continue to be absent, then a mains fail call is made every 4 hours whilst battery power is still available.

5. FREQUENTLY ASKED QUESTIONS

What is the TAPIT+?

The TAPIT+ is a product designed to program the Lifeline 400, Lifeline 4000 and Lifeline 4000+ units from a PC or Laptop. It provides a simple graphical way of programming units. Below is a list of common TAPIT uses:-

Common uses:-

- Setting the emergency numbers and unit identification in one easy step. It can also 'auto-roll' the identification number if programming a batch of units with all the same settings.
- Assist in the setting-up of periodic calls, Inactivity monitoring and intruder systems
- Saving a unit's set-up to a file that can be recalled later.
- Programming a unit from a previously stored file.

Advanced Uses:-

- Creating call sequences (these are described later on page 28).
- Viewing which sensors are assigned to the unit.
- Modifying the settings of individual sensors (for example their location information or which call sequence they use).

The TAPIT+ can be ordered from Tunstall using part no. 36900/01.

How many times does the Lifeline 400 attempt to make an alarm call if it is unanswered?

By default the Lifeline 400 will attempt to call each alarm number up to 3 times before moving onto the next alarm number. Therefore if 2 control centre numbers have been entered, the first number will be attempted 3 times before calling the second number.

The number of attempts made and the order in which the numbers are dialled can be changed using the TAPIT Windows software or from a control centre.

What is the maximum number of control centre or personal recipient telephone numbers that can be programmed into the Lifeline 400?

The examples shown earlier demonstrated how to enter two numbers, however up to 6 telephone numbers can be entered in total.

The locations for these emergency numbers are:-

- 00 - Emergency Number 1 (Control Centre)
- 01 - Emergency Number 2 (Control Centre)

- 07 - Emergency Number 3 (Personal Recipient)
- 08 - Emergency Number 4 (Personal Recipient)
- 09 - Emergency Number 5 (Personal Recipient)
- 10 - Emergency Number 6 (Personal Recipient)

By default, the Lifeline 400 assumes (unless programmed otherwise) that the first two numbers are control centre numbers and the next four are personal recipient numbers. If this is not the case then the telephone number should be preceded by a hash to reverse its meaning i.e. place a # before the number in location 00 to make it a personal recipient number, or place a # before the number in location 07 to make it a control centre number.

Examples:-

Personal Recipient Number 123456
Control Centre number 01977 662551
Control Centre number 01234 662255

*	0	0	*	#	1	2	3	4	5	6	*
---	---	---	---	---	---	---	---	---	---	---	---

*	0	1	*	0	1	9	7	7	6	6	2	5	5	1	*
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

*	0	7	*	#	0	1	2	3	4	6	6	2	2	5	5	*
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Can different triggers dial different telephone numbers?

As in the previous question, the Lifeline 400 can have up to 6 emergency numbers.

Each sensor can be configured to dial to different control centres or personal recipients, this is done by creating what is known as a call sequence.

A call sequence describes both the order in which the 6 emergency telephone numbers are dialled and how many attempts to make on each number before moving onto the next. If required up to 10 different call sequences can be created.

Example:

2 users share one Lifeline 400. They both have a personal trigger, we require that if

- (1) the first user raises an alarm with their personal trigger then a call is made to their son, followed by a call to the control centre if the first call is unanswered.
- (2) the second user raises an alarm with their personal trigger then a call is made to their friend, again followed by a call to the same control centre if the first call is unanswered.

In this example, 3 emergency numbers are entered.

Location 00: The control centre

Location 01: The 1st user's son

Location 07: The 2nd user's friend

Then 2 call sequences are created:-

Call sequence A attempts location 01 followed by location 00.

Call sequence B attempts location 07 followed by location 00.

Finally, the first personal trigger is configured to use call sequence A and the second to use call sequence B.

This setup is best done using the TAPIT Windows software.

NOTE: The default setting for Lifeline 400 is one call sequence which attempts each emergency number in order, making up to 3 attempts at each number. All sensors and alarm types are set to use this same sequence.

Which triggers can answer telephone calls?

By default, only personal triggers can answer and clear incoming calls.

Any sensor or device connected to the hardwired input can be configured to answer and clear incoming calls. This is best done using the TAPIT Windows software.

What if the Lifeline 400 does not allow a radio sensor to be registered?

This could occur if:

- (1) The radio sensor battery is low or
- (2) The radio sensor is out of range of the Lifeline 400 or
- (3) The maximum number of 12 radio sensors are already registered to the Lifeline 400. If this is the case a low beep will be heard. The radio sensors can be removed as described earlier in the manual.

Which events reset the inactivity monitor?

The following events are considered as valid activity:-

- Pressing keys on the Lifeline 400 for example the cancel key.
- Any use of the personal radio trigger(s)
- Any sensors configured to monitor activity for example PIR movement sensors.
- Answering telephone calls on the Lifeline 400.

Any sensor can be individually enabled or disabled for use with inactivity monitoring. If you wish to disable a particular PIR movement sensor so that it is not used for inactivity monitoring then this can be done using the TAPIT windows software or program the unit from a control centre.

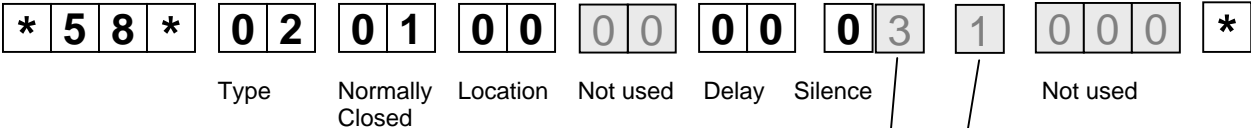
What if I make a mistake assigning radio sensors to Lifeline 400?

Follow the instructions to remove a radio sensor as described on page 7 and start the assignment process again.

Why does my Lifeline 400 appear to be doing nothing after activation of sensor or trigger?

The Lifeline 400 responds to the activation of a sensor or multiple sensors immediately and handles them in a priority order depending upon importance. Red button calls and radio personal alarm calls take precedence over more information type calls and intruder calls. If the Lifeline 400 cannot get through to a control centre immediately it will pause and try again after set periods. It will also try alternative numbers if they are programmed into the unit.

What do all the other numbers mean when configuring hardwired input?



This determines whether the input resets the inactivity monitor. Also whether the input can answer and clear an incoming call.

- 0 = Do nothing
- 3 = Reset inactivity monitor but do not answer calls
- 6 = Answer and clear incoming calls but do reset the inactivity monitor
- 7 = Reset inactivity monitor and answer calls

This is the call sequence to be used by the hardwired input



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