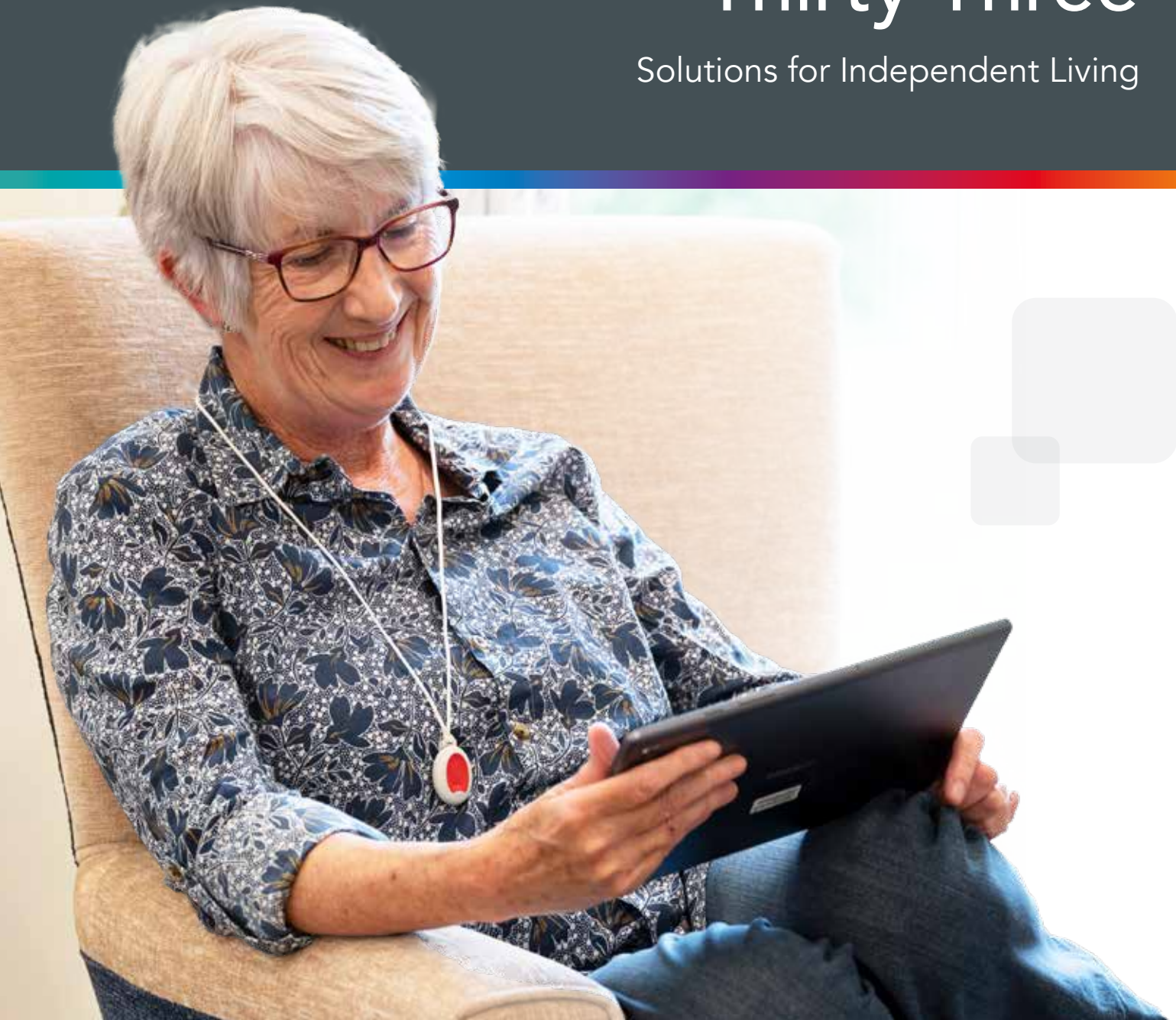
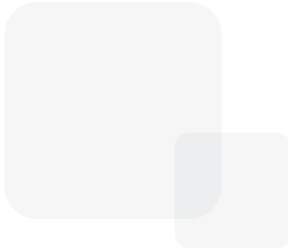




# Portfolio Thirty Three

Solutions for Independent Living





# About us

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 18 countries, improving the lives of more than five million people around the world.

As technology advances and solutions become increasingly digital and cloud-based, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

### Our vision:

A world where people have the freedom to live life to the full in a place of their choice.

### Our mission:

To provide data driven, technology enabled solutions and services to improve our customers' ability to deliver new, more efficient and effective models for health and care management in the community setting.

### People are at the heart of our trusted solutions

Tunstall was the first to develop alarm systems for older people, and has continued to lead the market ever since, remaining at the forefront of developments such as telecare and telehealth, right up to the present day where we are harnessing the power of digital technology.

We have pioneered the use of technology to enable new models of care, working in partnership with our customers to help them manage demand and improve outcomes across the health, housing and social care landscape. The latest generation of digital technologies opens up a new world of possibilities for the provision of health and care, changing lives and transforming services.

We support people with a range of conditions, including:

- Dementia
- Physical disabilities
- Risk of falls
- Lone workers
- Long-term health conditions
- Learning disabilities
- Sensory disabilities
- Epilepsy
- Carers

### Connected Care

Our innovative range of telecare solutions and services enables people to live healthy, more independent and fulfilling lives. Whether it's in an individual's home or in residential care, our proactive and integrated approach provides 24/7 monitoring and support to enable efficient and responsive care.

### Connected Health

Using the latest digital technology, our solutions help manage long term medical conditions. In both community and clinical settings, our remote patient monitoring and data capture abilities help to provide efficient, high quality care, mitigate adverse events and maximise clinical capacity.

### Connected Services

Tunstall colleagues are dedicated to helping our customers to deliver the best possible care to the people they support. We offer a range of services including expert technical advice, monitoring and training, as well as specialist installation and maintenance. We can also deliver partly or fully managed services on your behalf.

### Tunstall PNC IP

#### Advanced technology, digital by design

Tunstall Healthcare's PNC has long been the platform of choice for technology enabled care services (TECS) around the world. As the UK continues its transition to a new communications infrastructure, the next generation - PNC IP - has been carefully developed to enable monitoring centres to move seamlessly towards the future, supporting both analogue and digital services in the full range of living environments.

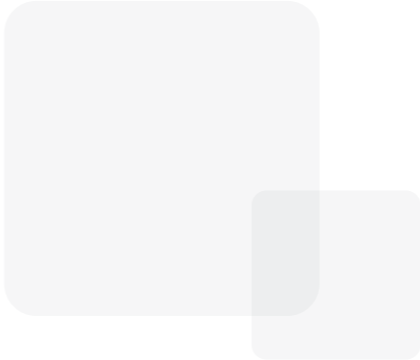
PNC IP is powerful, scalable and reliable, and can be built around the particular needs of each monitoring centre, with additional modules available to support back-office and referral processes. It enables flexible and efficient operator deployment, and delivers excellent uptime.

You're in safe hands when choosing your partner for the digital future. PNC IP is a core component of Tunstall's complete digital solution, giving providers proven technology on which they can build and grow a high-quality service, as well as delivering organisational resilience and agility, and a clear pathway for return on investment.

You will be supported by our expert project delivery teams, who have many years of experience in developing, specifying and deploying PNC systems, as well as providing in-depth training and ongoing technical support.

PNC IP has been designed for deployment as a Software as a Service (SaaS) solution, significantly reducing capital expenditure on hardware and infrastructure and delivering a host of business and operator benefits to enable excellence in service provision.

Find out more at [tunstall.co.uk/PNCIP](https://tunstall.co.uk/PNCIP)





# Contents

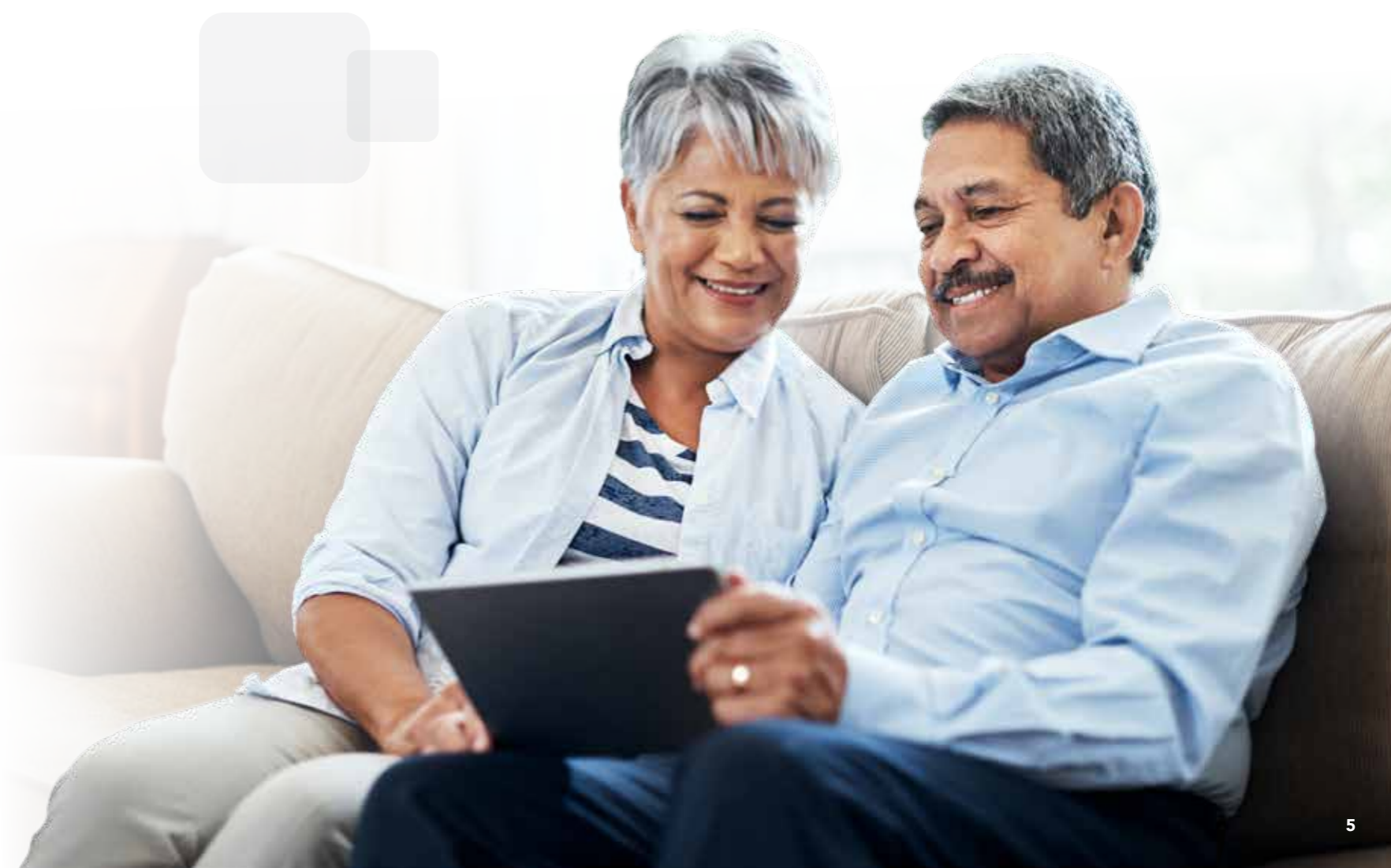
Tunstall’s solutions are designed to improve quality of life, giving the user the confidence and ability to remain in their own home safe in the knowledge that help will always be available when and if it is needed.

Although technology alone is not the complete answer, used as part of a holistic package of services, it can help to ensure health and social care resources are used effectively.

This comprehensive portfolio details Tunstall’s Care & Health solutions currently available for individual homes and grouped living environments to assist in choosing the most appropriate products for your requirements.

<b>Telecare Home Units</b>	<b>6</b>	Heat Detector	17
Lifeline Digital™	6	Medication Dispenser	17
Lifeline Smart Hub and DMP	7	Minuet Watch	18
Tunstall+	7	Motion Sensor 869	18
		Pressure Pad	18
		Property Exit Sensor	19
<b>Local Care Alarms</b>	<b>8</b>	Virtual Property Exit Sensor	19
CareAssist	8	Radio Pull Cord	20
		Smoke Alarm	20
		Ambient Temperature Sensor	20
<b>Telecare Home Unit Accessories</b>	<b>8</b>	Universal Sensor	21
Big Button Telephone	8	Natural Gas Detector	21
Orion Range Extender	9	Tunstall GO	22
Safe Socket™	9		
Tunstall Sound Boost	10		
Keyguard Digital XL Key Safe	10		
		<b>Activities of Daily Living (ADL) Solutions</b>	<b>23</b>
<b>Telecare Sensors</b>	<b>11</b>	Canary®	23
MyAmie	11		
iVi™ Intelligent Pendant (inc auto fall detection)	12	<b>Hearing and Visual Impairment Solutions</b>	<b>24</b>
Access Trigger	12	Push Button Transmitter	25
Bogus Caller / Panic Button	13	Door Transmitter	25
Bed/Chair Occupancy Sensor	13	Telephone Transmitter	25
Carbon Monoxide Alarm	14	Sound Monitor	25
Enuresis Sensors	14	Flash Receiver	26
Epilepsy Sensors	15	Wrist Receiver	26
Vibby Fall Detector	16	Pager Receiver	26
Flood Detector	16	Alarm Clock Receiver	26

Pager Charger	27	Installer keypad	29
Bed Shaker	27	Batteries	29
Packs	27	Wipe Clean Enuresis Sensor	30
Stand Alone Products	27	Jelly Bean Switch	30
Sounder Beacon	27	USB TAPIT programming interface	30
		<b>Telecare Accessories / Spares</b>	<b>28</b>
		MyAmie Accessories	28
		ADSL Broadband Filter	28
		Amie Accessories	28
		Amie+ Accessories	29
		Gem Accessories	29
		Gem+ Accessories	29
		Vibby Accessories	29
		<b>Tunstall Training Services</b>	<b>31</b>
		<b>Corporate Social Responsibility</b>	<b>32</b>
		<b>Help Desk</b>	<b>33</b>



# Lifeline Home Units

Tunstall Lifeline home units form intelligent centres at the heart of the home to help all kinds of people of all ages to live independently. Lifeline home units can be used to raise an alarm call from anywhere in the home by simply pressing the red button on the hub, a radio trigger/pendant device, or automatically via the range of telecare sensors wirelessly linked to the home unit. Please see the telecare sensors section for more details.

## Tunstall Lifeline Digital™

Tunstall Lifeline Digital sets a new standard in telecare home hubs. Its contemporary design houses advanced technology that is intuitive to use. Lifeline Digital makes social interaction and home automation easier by enabling connections to other devices. It supports the drive towards preventative and personalised care by joining up data inputs with intelligent monitoring sequencing, and its remote programming and sensor monitoring drives efficiencies for care providers, whilst minimising disruption for users.

- Using IP connectivity provides real time data, making it possible to deliver a range of new services, such as remote monitoring, diagnostics and configuration of home units, sensors and devices.
- Automated heartbeat continuously checks home units are active, connected to mains power, battery back-up status and cellular signal strength.
- Software and feature updates can take place over the air and can be scheduled to be applied to multiple home units, reducing the need for onsite technicians.
- The Tunstall Connectivity Package includes voice minutes and inclusive data for heartbeats, firmware upgrades and access to DMP services.

Item	Part Number
Lifeline Digital and MyAmie	022-25-903

PRODUCT STATISTICS	
Weight:	491g
Dimensions:	58 x 180 x 98mm (WxLxH)
Battery Type:	2500mAh capacity (continually internally charged)
Back-up time:	Up to 72 hours
Mains power:	240V ac
External connections:	DC power adapter with 3m cable Quad-band GSM 4G antenna (internal or optional external) Ethernet port
Pendant battery:	3V Lithium with up to 7 year life



### KEY FEATURES

- Outstanding audio clarity and volume – our custom-tuned speaker enclosure helps the user hear the monitoring centre clearly
- Communication options including cellular network or a local Ethernet connection. The device has a 4G/LTE modem with fallback to 3G and 2G
- Tunstall's frequency hopping over two separate frequencies
- Up to 72 hours battery back up
- Register up to 64 telecare sensors to one hub
- DMP and Tunstall+ app to support remote device management and simplified installation
- Basic inactivity monitoring – checks at regular intervals
- Can be used with Virtual Bed/Chair and Property Exit Sensors
- Integral temperature guard

### Supporting digital protocols

Lifeline Digital supports the following protocols: CENELEC SCAIP (EN50134-9)

### Peripherals and devices

Lifeline Digital supports our existing peripheral portfolio, protecting customers' previous investments, and will be the foundation for all new peripheral introductions.

## Lifeline Smart Hub and DMP

The Lifeline Smart Hub is Tunstall Healthcare UK's first IP home unit and utilises both analogue and an IP enabled protocol (IPACS), to signal into Tunstall PNC, and achieves connectivity via ethernet cable or cellular technology (operating on the 2G/3G/4G mobile network with roaming SIM). The Smart Hub provides a great platform for the delivery of digital Connected Care. Smart Hub is fully integrated with Tunstall's Device Management Platform (DMP), allowing easy install and acceptance of firmware updates.



Item	Part Number
Smart Hub, MyAmie and inclusive Tunstall Connectivity Package	57400/810
External antenna	S2205017
Wall mount	D5702902C
Table mount	D5702904E

PRODUCT STATISTICS	
Weight:	680g (1kg packaged)
Dimensions:	185 x 122 x 41mm (WxLxD)
Mains power:	240V ac
Battery type:	1200mAh capacity (continually internally charged)
Back-up time:	24 hours of stand-by operation (minimum expected at date of purchase and when fully charged)
External connections:	DC power adapter with 3m cable Quad-band GSM 4G antenna (internal or optional external) Ethernet port
Pendant battery:	3V Lithium with up to 7 year life

### KEY FEATURES

- Digital IP technology for a future-proof solution
- IP remote programming and device management via Device Management Platform (DMP)
- Over the air firmware updates
- Remotely upgradeable functionality and services
- Asset management of devices
- Event log tracking
- Regular heartbeat of deployed units
- Reversion protocol – back up to IP via STMF or BS8521
- Controlled levels of user access
- Configure set-up templates
- Tunstall Connectivity Package
- Optimum cellular connectivity
- VOIP over 4G connection
- VOLTE enabled (network dependent dedicated 4G voice service)

## Tunstall+

The Tunstall+ app has been designed to simplify the installation and set-up of Tunstall's digital home hubs (Lifeline Digital and Lifeline Smart Hub) and telecare sensors, providing step by step guidance to configure and control connected Tunstall devices. The app simplifies installation and its intuitive interface reduces the amount of time taken to configure hubs and sensors. You can download Tunstall+ for free from Google Play and access it using your existing DMP credentials.



# Local Care Alarms

## CareAssist



CareAssist is designed to support local carers to deliver high quality, non intrusive care. It is an extremely easy to use, portable device that provides carers working or living onsite with a means to receive instant alerts from Tunstall's range of telecare sensors. This means that onsite carers can be quickly made aware of any incidents allowing them to provide a high level of care whilst maximising efficiency. It provides a very cost effective telecare solution whilst avoiding the need for a telephone line or monitoring centre service which is often not required when full time care is being provided.

### KEY FEATURES:

- Multiple alert modes - vibration, audible and visual
- Easy to use - with clear illuminated 2.4" OLED display
- Fully portable - small pocket sized design and battery operated
- Compatible with Tunstall telecare range - supporting up to 86 telecare sensors
- Expanded range - compatible with external pager system for greater range coverage (requires additional equipment)

Item	Part Number
CareAssist	56000/320
PC download lead (RS232)	D6705015B
RS232 to USB Converter	S8502004

PRODUCT STATISTICS	
Weight:	148g
Dimensions:	73 x 128 x 22mm (WxHxD)
Power:	Rechargeable battery with USB mains charger
Battery Time:	Up to 12 hours
Battery Type:	1 (see page 31)
Range:	Up to 200m (line of sight) and 50m (in building)

## Orion Range Extender 896



The Orion Range Extender uses antenna diversity technology to boost the signal of telecare sensors, significantly increasing their range. This product helps to ensure that those crucial lifesaving alerts do not go undetected.

Item	Part Number
Orion Range Extender 869	94605/10

PRODUCT STATISTICS	
Weight:	290g
Dimensions:	65 x 120 x 60mm (WxHxD) excluding antennas which are 190mm long
Range:	Up to 800m line of sight

### KEY FEATURES:

- 12 hour battery back up
- Reception range - up to 800m line of sign
- Class 1 Radio category

Compatibility - Lifeline Digital/Smart Hub/Lifeline Vi/Vi+/GSM/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist. Not compatible with 173 MHz installations or Carecom.

# Telecare Home Unit Accessories

## Big Button Phone



The Big Button Telephone with its large black buttons with white numbering, hearing aid compatibility, visual call indicator and earpiece volume control is the ideal phone for those with poor sight, hearing difficulties or limited dexterity.

Item	Part Number
Big button telephone	30000/52

PRODUCT STATISTICS	
Weight:	85g (inc box)
Dimensions:	200 x 80 x 230mm (WxHxD)

## Safe Socket™



The Safe Socket is used to ensure that alarm calls are raised even though the telephone line is in use. It allows the Lifeline home unit to seize the phone line from other connected devices on the same line (i.e. extension phone, computer, fax machine, satellite receiver etc).

Item	Part Number
Safe Socket	36900/55

Compatibility - Lifeline Vi/Vi+



## Tunstall Sound Boost

Tunstall Sound Boost is a speaker with a built-in microphone that increases the audible range of the Lifeline hub so that residents can speak to and hear the monitoring centre operator throughout their home, enabling clearer communication between the end user and the monitoring centre.



### KEY FEATURES AND BENEFITS:

- Private wireless network used only for the Sound Boost. No crosstalk with any other Lifeline hubs in the vicinity
- LEDs show the status of the Sound Boost providing peace of mind that the unit is working correctly
- Micro-USB connection for power
- Speech from the Lifeline hub is reproduced in Sound Boost so if the response centre raises the volume on the hub, the Sound Boost speaker volume will also increase
- Provides greater audible coverage throughout the residence
- Significantly reduces No Voice Contact Calls (NVCs) and unnecessary responder callouts
- Simple pairing mechanism

Compatibility – Smart Hub 3G & 4G/Lifeline Vi (57000/320 – up to and including issue M1)/Lifeline Vi+ (57100/320 – up to and including issue N1)  
 Note – a Speaker and Dongle is required per installation

Item	Part Number
Tunstall Sound Boost - Speaker	57000/600
Tunstall Sound Boost - Dongle	57000/601

## Keyguard Digital XL Key Safe



The Key Safe is the world's first key safe to be certified to LPS1175 Issue 8. Built to a police-preferred specification, it has space for 2 to 3 cylinder type keys inside and has an internal key hook. It is recommended for installation into a brick wall and is also certified for rendered walling. Keys are accessed by a 4 to 8 digit combination code. The code is easy to set and easy to change when appropriate to maintain security.

Item	Part Number
Keyguard Digital XL Key Safe	8550/13

# Telecare Sensors

Telecare consists of various sensors placed around the home linked to a Lifeline home unit or other Tunstall telecare enabled system and monitored 24 hours a day, 365 days a year by a monitoring centre, allowing swift action to be taken should an incident occur. A wide range of sensors is now available that can help to manage risks within the home enabling people to live safely and independently for longer. The range of sensors provides greater reassurance and protection of users by monitoring for a diverse range of risks.

### Which sensors do I need?

The following pages contain the full list of available sensors that can be selected and interchanged to meet individual needs. A number of telecare alerting devices is also available to ensure the telecare user or their carer is quickly made aware of a telecare alarm (see page 24).

### Terms of reference

**Compatibility** - the compatibility of each sensor with Lifeline home units and Tunstall telecare enabled systems is for guidance only.

**Battery Life** - period indicated is the average life depending on usage. See battery info guide, for more details visit [tunstall.co.uk/technical-information](http://tunstall.co.uk/technical-information)

## MyAmie



The MyAmie is a small, discreet pendant, operating on the 869MHz European Social Alarm frequency, which allows the user to raise an alarm call in an emergency, even if the home unit is out of reach or in another room.

The unique oval design enables the pendant to be switched around for use with either a wide or a narrow wrist strap as well as supporting multiple wearing options – wrist, neck, key ring, belt clip.

Item	Part Number
MyAmie (869MHz)	P68005/01

PRODUCT STATISTICS	
Weight:	7g
Dimensions:	36 x 27 x 14mm (LxWxD)
Range:	Up to 50 metres (typical)

Compatibility - Lifeline Digital/Smart Hub/Lifeline Vi/Vi+/GSM/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist.

Note – supplied with neck cord and wrist strap, other wearing options are available – see page 32

## iVi Intelligent Pendant (Inc Auto Fall Detection)



The iVi intelligent pendant is a small, lightweight device and like other pendants, the iVi allows the wearer to press a help button to generate an alarm call when they need assistance from anywhere in their home, 24 hours a day. The iVi also provides an added layer of protection by automatically generating a call for assistance if a fall is detected and the wearer is unable to push the help button.

The iVi has a range of wearing options, and is the only product of its kind to feature a not-worn alert\*, which will notify the monitoring centre if the iVi has not registered movement for a period of time (3, 5 or 7 days), suggesting that the user has not worn it.

Item	Part Number
iVi intelligent pendant (869 MHz)	P68005/45

### PRODUCT STATISTICS

Weight:	25g
Dimensions:	58 x 38 x 14mm (LxWxD)
Range:	Up to 50 metres (typical)
Battery Life:	Up to 12 months (depending on usage)
Battery type:	H (see page 31)

Compatibility - Smart Hub/Lifeline Vi+/GSM/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist

\*Not-worn alert is only compatible with Lifeline Digital/Smart Hub/Vi+/

## Access Trigger (Carer Trigger)



This trigger is based on the MyAmie. It allows authorised carers to access a client's property once an alarm call has been raised and the need for onsite help has been determined. It works in conjunction with a Lifeline home unit\* and electronic door locking mechanism to allow authorised access to a property, without the need to locate a keyholder, thereby reducing the time needed to get help to a user.

Item	Part Number
Access Trigger (869MHz)	P68005/10

### PRODUCT STATISTICS

Weight:	7g
Dimensions:	36 x 27 x 14mm (LxWxD)
Range:	Up to 50 metres (typical)

Compatibility - Smart Hub/Lifeline Vi+/Connect+/4000+ (Part numbers 36000/447 & 36000/457 only)

Note - the door entry system requires a lock release. Requires installation and survey on the type of door. It can be used on Communicall Connect to allow users to remotely answer door entry calls. It can also be used as a carer trigger.

## Bogus Caller/Panic Button



This trigger is based on the MyAmie and comes complete with a wall-mounting bracket, for location by a doorway when using as a bogus caller button, or in other areas of a dwelling, when using as a panic button.

Item	Part Number
Bogus Caller/Panic Button (869MHz)	P68005/90

### PRODUCT STATISTICS

Weight:	7g
Dimensions:	36 x 27 x 14mm (LxWxD)
Range:	Up to 50 metres (typical)

Compatibility - Lifeline Digital/Smart Hub/Vi+/GSM/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist

## Bed/Chair Occupancy Sensor



Under/over Mattress sensor      Under mattress Sensor

The Bed/Chair Occupancy Sensor is a pressure pad for a bed or chair which monitors occupancy and automatically raises an alarm call if unexpected activity is detected. It can identify if an individual has not gone to bed by a specified time or if they have left their bed during the night and have not returned within an expected time frame.

The standard bed pressure pad is placed underneath the mattress on the bed. A wider bed/chair pad is also available which goes on top of a mattress/chair, giving increased sensitivity where users are very small, light or move more frequently. When linked to a Lifeline home unit or other Tunstall telecare enabled system, the sensor assists carers to manage the risks associated with independent living by raising an alarm if an individual gets out of their bed/chair and not return by a certain time. The sensor also raises an alert if the user doesn't go to bed by a certain time or get up by a certain time the following morning.

### PRODUCT STATISTICS

Weight:	0.8kg
Under/Over mattress/ chair sensor	245 x 762 x 3mm (WxLxD)
Under mattress sensor:	103 x 762 x 3mm (WxLxD)
Universal Sensor (869MHz):	50 x 74 x 25mm (WxHxD)
Range:	Up to 50 metres (typical)
Battery life:	Control Unit battery - up to 2 years
Sensor life:	1 year
Battery type:	E (x4) (see page 31)

Compatibility - Lifeline Digital/Smart Hub/Vi+/GSM/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist

Note - not suitable for use with air flow mattresses

Feature is programmed via PC Connect or remotely adjusted via PNC6.

Item	Part Number
------	-------------

Bed Occupancy Sensor Pad under mattress	D4106009A
Bed Occupancy Sensor Pad over/under mattress	D4106011A
Universal Sensor (869MHz) compatible with Bed or Chair sensors*	61005/30
Chair Occupancy Sensor Pad	D4106010A

# Carbon Monoxide Alarm

IMPROVED  
7 YEAR  
LIFE



The Carbon Monoxide Alarm provides an immediate alert when dangerous CO emissions have been detected due to a blocked flue or fault in a fuel burning appliance. Sealed battery with up to 7 year life avoids need for battery change.

Item	Part Number
Carbon Monoxide Alarm (869MHz)	68005/98

PRODUCT STATISTICS	
Weight:	178g
Dimensions:	120 x 105 x 40mm (WxHxD)
Range:	Up to 50 metres (typical)
Detector life:	7 years
Radio Battery life:	Up to 7 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/GSM/Connect/Connect+/400/4000+ / Communicall Vi IP/Vi/Connect/CareAssist

# Enuresis Sensors

An enuresis sensor provides a discreet and efficient means to detect instances of enuresis the moment they occur, ensuring carers can respond quickly if they are needed, but otherwise do not disturb the user's sleep.

There are two types of sensor available depending on user needs:

## Cotton Enuresis Sensor\*

These cotton sheets are placed under the bedsheet and can be machine washed up to 50 times at normal temperatures, once the connecting cables are removed.

Item	Part Number
Cotton enuresis sensor	S9001003
Universal sensor lead	S9001006
Universal Sensor (869MHz)	61005/30

PRODUCT STATISTICS	
Weight:	0.25Kg
Sensor Mat:	60 x 160 x 1mm (WxHxD) with 60 x 90mm sensing area
Life:	Up to 50 washes

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/GSM/Connect/Connect+/400/4000+ (except part numbers 36000/340 and 36000/350)/Communicall Connect/CareAssist

## Absorbent Enuresis Sensor\*

This 'intelligent' absorbent sheet with breathable, waterproof back supports people with mild nocturnal incontinence. A small amount of fluid (300ml) is absorbed without disturbing the user, while a major episode (500ml) will trigger the alarm. The sheet can be machine washed up to 50 times at 60°C and line-dried, or up to 30 times at 85°C and tumble dried.

Item	Part Number
Absorbent enuresis sensor	S9001004
Universal sensor lead	S9001006
Universal Sensor (869MHz)	61005/30

PRODUCT STATISTICS	
Weight:	0.45Kg
Sensor Mat:	90 x 60 x 1mm (WxHxD) sensing area
Capacity:	1.6L
Life:	Up to 50 washes

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/GSM/Connect/Connect+/400/4000+ (except part numbers 36000/340 and 36000/350)/Communicall Connect/CareAssist

# Epilepsy Sensors

Epilepsy sensors are used to monitor people with epilepsy while they sleep. Patented sensor technology detects a person's movement in bed and is able to differentiate normal movements from epileptic seizures.

There are two types of sensor available:

## Abilia (Emfit™) Epileptic Seizure Alarm

The bed sensor is extremely thin and contains no embedded wires or switches. It should be installed under a foam mattress or mattress cover (if using a sprung mattress), and positioned below the chest. The alarm triggers if it senses movements associated with a seizure for longer than the pre-set delay, which can be set to between 10 and 20 seconds.

Item	Part Number
Epilepsy Sensor	69005/11
Epilepsy radio transmitter (inc cable)	69005/09

PRODUCT STATISTICS	
Weight:	245g (sensor mat)
Sensor Mat:	580 x 400 x 0.5mm (LxWxD)
Companion Monitor:	89 x 68 x 29mm (LxWxD)
Range:	Up to 50 metres (typical)
Battery life:	Sensor mains powered with battery back-up. Radio transmitter up to 5 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/GSM/Connect/Connect+/400/4000+ (except part numbers 36000/340 and 36000/350)/Communicall Connect/ CareAssist

Tunstall is not responsible for any outcome associated with the programming or use of the Epilepsy Sensor, responsibility for setting to individual requirements belongs to medically qualified personnel.



## Alert-It Companion Mini

The companion monitor uses a discreet under-mattress bed sensor to detect movement together with a bedside monitor unit with an optional microphone to detect noise. These work together to sense various types of seizure and can be adjusted to the individual's unique requirements. The Companion sensor will work on most bed types and mattresses including profiling bed, memory foam and air flow mattresses.

Item	Part Number
Companion Epilepsy monitor* (includes monitor, sensor power adaptor and lead for connecting to a universal sensor)	S9001001
Universal sensor lead	S9001006
Universal sensor (869MHz)	61005/30

PRODUCT STATISTICS	
Sensor Mat weight:	89g
Sensor Mat dimensions:	67.3 x 35 x 15mm (LxWxD)
Bedside monitor weight:	54g
Bedside monitor dimensions:	100 x 45 x 15mm (LxWxD)
Power source:	12volt plug top powers supply

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/GSM/Connect/Connect+/400/4000+ (except part numbers 36000/340 and 36000/350)/Communicall Connect/CareAssist

Tunstall is not responsible for any outcome associated with the programming or use of the Epilepsy Sensor, responsibility for setting to individual requirements belongs to medically qualified personnel.

\*Requires Universal Sensor to be set to Epilepsy mode



## Vibby Fall Detector



The Vibby is a sleek, contemporary and technologically advanced fall detector which is worn on the wrist. The Vibby will automatically raise an alert, either at the monitoring centre or on a carer pager, if it senses the user has fallen, and also enables the wearer to easily call for help manually by pressing the button on the face of the Vibby. Confirmation that an alert has been raised will be given by an LED light and vibration. The user can also easily cancel an alarm by standing up or covering the Vibby completely with their hand during the 20 second period after a fall is detected.

A configuration app is also available which enables users to change wearing options and monitor battery status.

Please note: Some falls (i.e. soft falls, controlled descent against a wall or into a chair) may not be detected by the Vibby. Fall detection technologies that underpin these solutions do not analyse/interpret all situations. Users experiencing a fall which doesn't result in the Vibby activating should press the help button to manually raise an alarm call.

PRODUCT STATISTICS	
Weight:	35g
Dimensions:	37 x 33 x 12.7mm (LxWxD)
Range:	Up to 50m (typical)
Battery life:	Up to 2 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/400/4000+/Communicall Vi IP/Vi/Connect/CareAssist

\*A new battery O ring seal is required for each battery change.

Item	Part Number
Vibby	67605/26
Wrist band, black	D6654001A
Wrist band, red	D6654003A
Wrist band, blue	D6654005A
Neck Cord	D6652001A
Battery O ring seal	D6654020A*
Battery opening tool	D6656001A

## Flood Detector



The Flood Detector is a neat unobtrusive wireless sensor that can provide an early warning of potential flood situations. The sensor is placed under the sink or in the bathroom next to the toilet or under the bath. If the detector senses water, the unit will provide two types of alarm. The first is a local audible alarm and the second will activate the Lifeline home unit (raising call to the monitoring centre) or other alarm receiving equipment.

Item	Part Number
Flood Detector (869MHz)	67005/37

PRODUCT STATISTICS	
Weight:	142g
Dimensions:	90 x 31mm (WxD)
Range:	Up to 50 metres (typical)
Radio Battery life:	Up to 5 years average life
Detector battery life:	Up to 12 months
Battery type:	A/B (see page 31)

Compatibility - Lifeline Vi/Vi+/GSM/Connect/Connect+/400/4000+/Communicall Connect/CareAssist

## Heat Detector



The wireless heat detector provides additional protection against the risk of fires in rooms where smoke detectors are unsuitable e.g. kitchen. The detector is kitemarked to BS 5446-2: 2003 and raises an alarm when the temperature reaches 58°C.

Item	Part Number
Heat Detector	68005/71

PRODUCT STATISTICS	
Weight:	200g
Dimensions:	115 x55 mm (WxD)
Range:	Up to 50 metres (typical)
Battery life:	Up to 10 years (non-replaceable)
Detector life:	10 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Medication Dispenser



Medication Dispensers can be used to automatically provide access to medication over a 28 day period, providing audible and visual alerts to the user each time medication should be taken. If the user fails to access the medication, an alert is raised to the monitoring centre or carer so that action can be taken to ensure that the medication programme is maintained.

The PivoTell Advance dispenser is larger which allows for a greater number of pills or larger tablets to be stored and dispensed.

Item	Part Number
Medication Dispenser (869MHz) - PivoTell Advance	67005/85
29 Compartment Carousel - PivoTell Mk3/11	S4810132
PivoTell Tipper	S4810137
PivoTell key lock	S8502006
PivoTell Advance Spare Time Discs (set of 3)*	S8502009
PivoTell Advance Spare Tray Kit* (includes tray, lid and 3x day/time discs)	S8502010

\*Only for use with PivoTell Advance dispenser (67005/85)

PRODUCT STATISTICS	
Weight:	480g
Carousel:	28 doses
Dimensions:	190 x 180 x56mm (LxWxD)
Range:	Up to 30 metres (typical)
Battery life:	Up to 1 year
Battery type:	E (see page 31)
Radio transmitter:	Up to 5 years

## Minuet Watch



The Minuet Watch has been developed to help encourage telecare users to wear their personal triggers throughout the day. By combining an alarm button into a high quality watch, users are more likely to wear it and as a result will be provided with additional protection as their ability to raise an alarm call is increased.

The Swiss designed watch is waterproof to IP67 standard to provide protection from brief submergence in water and also incorporates an LED to provide the user with visual reassurance that the alarm button has been pressed.

Item	Part Number
Minuet Watch (869 MHz)	67605/21

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

PRODUCT STATISTICS	
Weight:	24g
Dimensions:	46 x 38 x 13mm (WxHxD)
Range:	Up to 50 metres
Watch battery life:	Up to 5 years (non replaceable)
Radio transmitter battery life:	Up to 3 years (replaceable CR2032)

## Motion Sensor 869



The motion sensor 869 is a Passive infrared (PIR) based sensor which is designed to detect movement in a room and transmit a radio signal to a lifeline home unit or other Tunstall telecare enabled systems. It has been specifically designed for care applications where it is important to avoid detecting a user who may be on the floor following a fall (fall zone feature). This means that movement is not reported and ensures an inactivity alarm can be generated by the Lifeline home unit or other Tunstall telecare enabled systems.

Item	Part Number
Motion Sensor 869	61005/35

PRODUCT STATISTICS	
Weight:	72g
Dimensions:	49 x 102 x 23mm (WxHxD)
Battery life:	Up to 2 years - depending on the number of activations
Dimensions:	10 years
Radio transmitter battery life:	Up to 3 years (replaceable CR2032)

## Pressure Pad



The Pressure Pad can be hardwired to a home unit or speech module or can be used in conjunction with a Universal Sensor to provide a wireless link. It can be used for inactivity and intruder monitoring.

Item	Part Number
Pressure Mat	GS140
Universal Sensor (869MHz)	61005/30

PRODUCT STATISTICS	
Weight:	450g
Dimensions:	700 x 400 x 10mm (WxHxD)

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Property Exit Sensor

The Property Exit Sensor provides real time alerts when a client has walked out of their door and not returned so that carers can ensure they are safe. A keyswitch is used to give carers a simple method of arming and disarming the Property Exit Sensor

The sensor can also provide an alert when a client has left an external door open for a specified period of time so that action can be taken to ensure that it is closed quickly and the building is secured. Using a keyswitch, carers also have a simple method of arming or disarming the Property Exit Sensor.

Item	Part Number
Property Exit Sensor (869MHz) (including PIR, Door Contacts and Control Unit)	41005/15

PRODUCT STATISTICS	
Weight:	600g
Dimensions:	
Control Unit:	95 x 160 x 35mm (WxHxD)
Keyswitch:	85 x 85 x 39mm (WxHxD)
Contacts:	11 x 66 x 10mm (WxHxD)
PIR:	65 x 108 x 77mm (WxHxD)
Range:	Up to 50 metres (typical)
Battery life:	Up to 1 year
Battery type:	E (see page 31)

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Virtual Property Exit Sensor

The Virtual Property Exit Sensor (PES) combines a Motion Sensor with a door sensor (universal sensor) to create a solution which can monitor a door or multiple doors if multiple motion/universal sensors are fitted.

The system generates an alarm if a Client has left the property, during a monitoring time window, for longer than a considered safe period of time.

When the client leaves the property (during the monitoring period), the timer is started. If the timer expires before the client has returned to the property, then a Virtual PES alarm is generated.

The Virtual PES offers the following functional advantages over the conventional Door Alarms:

Ability to use multiple exit doors e.g. front and back door.

Lower risk of false alarms due to ability to use multiple sensors in property to detect the service user is in the property.

Item	Part Number
Motion Sensor 869	61005/35
Universal Sensor (when set to Door Open/Closed mode)	61005/30
Property Exit Sensor (869)	41005/15

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect+

## Radio Pull Cord



The Radio Pull Cord can be strategically placed around the home, in order to provide a user with a convenient means of summoning help in an emergency.

Item	Part Number
Radio Pull Cord (869MHz)	67005/36

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist  
Not suitable for use in bathrooms.

## Smoke Alarm



Tunstall Smoke Alarm provide increased reassurance by raising an alarm call at the monitoring centre while also activating a local audible alarm. This optical smoke alarm also has the following features: a sealed internal lithium battery powering both the smoke alarm and radio module and a 10-year battery life with auto low battery reporting.

Item	Part Number
Optical 869 Smoke Alarm	68005/70

PRODUCT STATISTICS	
Weight:	185g
Dimensions:	115 x 50mm (WxD)
Range:	Up to 50 metres (typical)
Battery life:	Up to 10 years
Detector life:	Up to 10 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Ambient Temperature Sensor



The Ambient Temperature Sensor is designed to ensure a comfortable temperature within the living environment, and features:

- Customisable high and low temperature thresholds in Celsius or Fahrenheit scales
- Alert message sent if either threshold is crossed and maintained for over a minute
- Easy to read LCD screen and simple configuration using keypad with 4 arrow buttons
- Current temperature display option
- Temperature reading updated every minute
- Automatic low battery warnings and replaceable battery

PRODUCT STATISTICS	
Weight:	70g
Dimensions:	50 x 75 x 25mm (WxD)
Range:	Up to 50 Metres (typical)
Battery life:	Up to 5 years

Item	Part Number
Ambient Temperature Sensor	61005/40

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Universal Sensor



The NEW Universal Sensor enables wired devices and other third party equipment to raise wireless alarm calls and appropriate radio messages to compatible\* Tunstall systems.

LCD screen and compact keypad, plus its plug and play capability, make it easy to configure, and the unit incorporates an RJ11 socket, 3.5mm jack and reed switch which allows a range of peripherals to be connected. Event notification functionality is interoperable with other systems such as virtual sensors, supporting activity monitoring, and the sensor supports both normally open and normally closed contacts, for flexible configuration.

Item	Part Number
Universal Sensor (869MHz)	61005/30

PRODUCT STATISTICS	
Weight:	70g
Dimensions:	50 x 74 x 25mm (WxD)
Battery life:	Up to 5 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist

## Natural Gas Detector



The Tunstall Natural Gas Detector is a sensor complying with EN50194 (Type A) which detects gas leaks, raising an alarm to a 24 hour monitoring centre.

The Gas detector must be installed by a qualified electrician in accordance with current electrical wiring regulations.

Item	Part Number
Natural Gas Detector	69005/10

PRODUCT STATISTICS	
Weight:	370g
Dimensions:	75 x 155 x 42mm (WxD)
Battery life:	Up to 4 years

Compatibility - Lifeline Digital/Smart Hub/Vi/Vi+/Connect/Connect+/4000/4000+/CareAssist



# Tunstall GO



GO is the perfect companion to a telecare package, offering two-way speech, fall detection and locatability for reassurance while away from home.

### KEY FEATURES AND BENEFITS

**SOS button** – If the user requires help, they can press both buttons on the device which will raise a call to the monitoring centre, open a two-way voice using the loudspeaker and provide location details.

**Fall sensor** – While worn as a pendant, GO can be used to detect falls. Upon activation, the device will automatically raise a call to the monitoring centre, open two-way voice communication, as well as providing GPS location details

**Location updates** – Upon completion of a call being raised to the monitoring centre, GO will provide updated location details for 20 minutes (this time period is configurable)

**Voice messages** – Clearly describes the current state of the device to the end user, for example if the battery is getting low

**Wireless charging** – GO is extremely easy to charge, by placing it on the wireless charging cradle

**SmartCare Cloud Platform** – SmartCare Cloud can be used to configure GO devices, tailoring specific functionality for individual users.

**SmartCare Locate Platform** – SmartCare Locate is used in conjunction with monitoring centre software to update the call handler with the GPS location of service users, after an alert has been raised.

Item	Part Number
Tunstall GO	42000/150
Charger grey	42000/151
Chain	42000/152
USB cable	42000/153
Plug	42000/154

PRODUCT STATISTICS	
Weight:	33g
Dimensions:	67mm x 47mm x 13.5mm (LxWxH)
Battery life:	1-2 months (depending on usage)
Battery type:	Rechargeable Lithium battery
Compatibility:	PNC

# Activities of Daily Living

Monitoring activities of daily living can build upon the benefits offered by telecare solutions. It provides objective information about patterns of activity in the home, enabling assessment to inform care and support packages, and providing early warning of emerging problems.

## Canary®



Canary System



Door sensor

Motion sensor



Visitor card

Canary is a discreet, easy to install system which discreetly monitors activities of daily living. Sensors are placed in the rooms used most often to monitor movement and temperature. The system can detect, for example, whether someone is in or out of bed at their usual time, if the kitchen has been visited at mealtimes, or if the home is a comfortable temperature.

Unusual events raise an immediate alert via text or email, and patterns of behaviour over time can be viewed using an online portal.

Item	Part Number
Canary system (with hub, 4 motion sensors, 2 door sensors and 1 visitor card)	41000/30
Additional Canary motion sensor	41000/31
Additional Canary door sensor	41000/32
Visitor card 3 pack	41000/33
6 pack of batteries and contact strips	41000/34
Carry case	41000/35
Subscription annual	41000/36
Subscription three years	41000/37
Pack of 100 contact strips	41000/38

©Canary is a registered trademark of Canary Care Ltd.

# Hearing and Visual Impairment Solutions

## Bellman & Symfon Design For Ears

Bellman & Symfon of Sweden specialise in designing and developing solutions for hearing and visual impairments. Their broad range of domestic alerting products can be used as a stand alone system or in combination with Tunstall's telecare sensors to provide 24 hour reassurance and support to users and carers.

They can be used to alert users to the phone or doorbell ringing, or to telecare sensors in the home detecting an incident such as a fire or flood.



### During the day:

- 1 If a telecare sensor such as the smoke detector is triggered
- 2 the Lifeline hub will notify the monitoring centre and the Bellman & Symfon receivers
- 3 the Flash Receiver will notify the user that the monitoring centre is trying to reach him/her
- 4 the Pager Receiver will alert the onsite carer

### During the night:

- 1 If a telecare sensor such as the smoke detector is triggered
- 2 the Lifeline hub will notify the monitoring centre and the Bellman & Symfon receivers
- 3 the Bed Shaker, Alarm Clock or flash receiver will alert the onsite carer and/or user

Compatibility - Lifeline Digital/Smart Hub/Vi+

You can create a sensory impairment support package in two easy steps:

## 1 Choose a transmitter

### Push Button Transmitter (Doorbell)



Can be used as a portable alarm. Just press the button, to notify the caregiver that you need immediate assistance.

Also works as a wireless doorbell. Fit outside, close to the front door, and the transmitter will notify your receiver/s when a visitor pushes the button.

Item	Part Number
Push Button Transmitter	69005/10

### Door Transmitter



When someone rings the doorbell, it detects the sound and signals the receiver/s that alerts you with sound, vibrations and flashing lights (depending on the receiver chosen).

Item	Part Number
Door Transmitter	D6866006B

### Telephone Transmitter\*



This device will signal your chosen receiver/s when the telephone rings, alerting you immediately. It can also be connected to the hardwired output of a Lifeline to signal to the receiver when a telecare sensor has activated.

Item	Part Number
Telephone Transmitter	D6866001A

\* The telephone transmitter can be used with Lifeline Smart Hub/Vi+/Connect/Communicall Vi/Connect

### Sound Monitor



When the sound monitor is activated, it signals the receiver that notifies you with sound, flashes or vibrations (depending on the receiver). The Sound Monitor can also be used as a baby monitor.

Item	Part Number
Sound Monitor	D6866011A



# 2 Choose a receiver

## Flash Receiver



Notifies you with flashing lights and illuminated symbols when a transmitter is activated, in response to a phone call or telecare sensor alert for example. Place it on a shelf or mount it on a wall with the wall bracket accessory. The receiver can also be connected to a Bed Shaker for alerts during the night.

Item	Part Number
Flash Receiver	D6866002A
Flash Receiver Wall Mount	S2015035

## Pager Receiver



Notifies you with vibrations and illuminated symbols when a transmitter is activated, in response to a phone call or telecare sensor alert for example. It is small and light-weight and can be carried in your pocket or attached to your belt. When inserted in its charger the receiver can also be connected to a Bed Shaker for alerts when placed in its charger overnight.

Item	Part Number
Pager Receiver	D6866003A

## Wrist Receiver



Notifies you with vibrations and illuminated symbols when a transmitter is activated, in response to a phone call or telecare sensor alert for example. Wear it around your wrist so you can be reached in and around the house. Supplied with its own charger. The receiver can also be connected to a Bed Shaker for alerts.

Item	Part Number
Wrist Receiver	9000/104

## Alarm Clock Receiver



Notifies you with sound, flashing lights and vibrations when a transmitter is being activated, in response to a phone call or telecare sensor alert for example. It features a night light with a gentle blue glow and functions as a regular alarm clock.

Item	Part Number
Alarm Clock Receiver	S2015036

## Pager Charger



The Pager Charger accessory is used to recharge the battery of your Pager Receiver during the night. You can also connect up to two bed shaker accessories to awake the user/s with vibrations under the pillow if an alarm is raised during the night.

Item	Part Number
Pager Receiver Charger	D6866004A

## Packs

For your convenience we have created a number of packages.

Item	Part Number
Pager Receiver Pack	9000/95
• Pager Receiver	
• Telephone Transmitter	
• Pager Charger	
• Bed Shaker	

## Stand Alone Products

The following Bellman & Symfon products may also be used in combination as a stand alone solution, without the need to connect to a Lifeline unit:

- Push Button Transmitter (doorbell)
- Door Transmitter
- Telephone Transmitter
- Flash Receiver
- Wrist Receiver
- Pager Receiver
- Alarm Clock Receiver
- Pager Charger
- Bed Shaker

Item	Part Number
Wrist Receiver Pack**	9000/104

\*\*Requires a MyLife X10+DDA or a transmitter to connect to Lifeline home unit

## Bed Shaker



The Bed Shaker generates powerful vibrations to wake the sleeping user. Place under the mattress or pillow and connect to a Bellman & Symfon receiver or desktop charger. The Bed Shaker features a 2 metre lead and requires no internal battery.

Item	Part Number
Bed Shaker	D6866005A

## Sounder Beacon



The Sounder Beacon combines visual indication together with a loud siren in order to alert people with hearing difficulties to a certain type of alarm activation (e.g. a smoke detector) or to an incoming telephone call.

Item	Part Number
Sounder Beacon (Red)	92100/18
Power Supply Unit	8020/48
Backup Battery for Power Supply	9020/15

### PRODUCT STATISTICS

Weight:	180g
Dimensions:	86 x 82mm (WxD)

Compatibility – Lifeline Vi+/Connect+/4000/4000+/Telecare Overlay/Communicall Vi  
Note – The sounder beacon requires a power supply unit (except on Communicall systems). Requires installation by a qualified electrician.



# Telecare Accessories/Spares

## MyAmie Accessories



Wrist strap 10mm



Wrist strap 20mm



Neck cord



Belt clip



Easy press adapter



Key ring

Item	Part Number
Wrist Strap 20mm - pack of 10	D6702145
Wrist Strap 10mm - pack of 10	D6702135
Belt Clip - pack of 10*	D6702136
Neck Cord - pack of 10	D6702137
Easy Press Adapter	D6702112
Key Ring	D6702128
Key Ring and Belt Clip*	D6702140
Wrist Strap (10mm) and Neck Cord	D6702133
Wrist Strap (20mm) and Neck Cord	D6702144

\*Belt Clip is also used to wall mount MyAmie triggers

## ADSL Broadband Filter



In order to provide a broadband connection in a dwelling with a Lifeline Vi or Vi+ unit, an ADSL filter should be plugged into all telephone sockets that are in use. Under normal circumstances, the connection of the Lifeline unit to the filter will not affect operation, however if the filter is of a very poor quality, an alarm call from any social alarm connected to it could be adversely affected.

Item	Part Number
ADSL Broadband Filter	S1908008

## Amie Accessories



Amie wrist strap

Item	Part Number
Standard Neck Cords - pack of 10	63900/01
Active Neck Cords - pack of 10*	63900/02
Wrist Strap - single pack	D6702021A
Wrist Strap - pack of 10	67005/40

\*Note - For use with Active neckcord version of Amie (part number P63000/02) only.

## Amie+ Accessories

Item	Part Number
Wrist Strap - single pack	D6702021
Wrist Strap - pack of 10	67005/40
Standard Neck Cords - pack of 10 - white cord	67005/41

## Gem Accessories



Gem belt clip

Item	Part Number
Standard Neck Cords - pack of 10 (grey)	64900/01
Belt Clips - pack of 50	64900/03
Bogus Caller Bracket - pack of 10	64900/14
Wrist Strap - single pack	D6402143
Wrist Strap - pack of 10	64900/06

## Gem+ Accessories

Item	Part Number
Wrist Strap - pack of 10	64900/06
Passive Neck Cords - pack of 10 (white)	67005/43

## Vibby Accessories

Item	Part Number
Wrist band - black	D6654001A
Wrist band - red	D6654003A
Wrist band - blue	D6654005A
Neck Cord	D6652001A
Battery O ring seal	D6654020A*
Battery opening tool	D6656001A

\*A new battery O ring seal is required for each battery change

## Installer Keypad



The portable installer keypad is compact and robust, and connects to the Lifeline Vi/Vi+ to enable easy programming via its integrated display. The keypad can also act as an ID card holder, with two attachment points allowing it to be attached to a lanyard or a belt clip. What's more, we've also made it backward compatible with the Lifeline Connect, Connect+, 400 and 4000+.

Item	22.75
Installer keypad	22.75

## Batteries

Item	Part Number
A. PP3 9V Alkaline	S1004014
B. PP3 9V Lithium	S1004035
C. PX28L 6V Lithium	S1004012
D. CR123A 3V Lithium	S1004033
E. AA 1.5V Alkaline	B109
F. AAA 1.5V Alkaline	S1004007
G. AA 3.6V Lithium	S1004040
H. CR2450 3V Lithium Battery (Pack of 5)	S1004057
I. 750mAh Lithium	S1004037
J. 1200 mAh NiMH	D3706005
K. 1200 NiMH	D3706005C

## Wipe Clean Enuresis Sensor

This consists of a thin, waterproof and durable sensor mat, which is positioned between the mattress and top sheet of a bed. The sensor mat is made of plastic and designed to enable the mat to be easily wiped clean and immediately reused following an alarm.

This is a replacement part for Enuresis Sensor Kit (41005/21) which is no longer available for new sales.

Item	Part Number
Enuresis Sensor Mat	S2209050

PRODUCT STATISTICS	
Weight:	0.8Kg
Control Unit:	95 x 160 x 35mm (WxHxD)
Sensor Mat:	20 x 540 x 1mm (WxHxD)

## Jelly Bean Switch



Ideal for people with limited movement, the jelly bean switch is sensitive enough to recognise the slightest touch in order to raise an automatic call to the monitoring centre.\*

Item	Part Number
Jelly Bean Switch	41000/204

\*Requires connection to a Universal Sensor or can be wired to the hardwired input of a Lifeline Smart Hub/Vi/Vi+ only

The USB TAPIT programming interface provides a simplified method of configuring Lifeline Vi Vi+, 400, 4000, 4000+, Lifeline Connect and Connect+ home units using a laptop or PC, rather than at the monitoring centre or by using a telephone keypad.

The USB TAPIT connects directly from a computer USB socket to the AUX socket on the Lifeline home unit. The following software packages are available to download from the Tunstall website [tunstall.co.uk](http://tunstall.co.uk)

- TAPIT+ software for programming the Lifeline 400, 4000 and 4000+
- PC Connect software for programming the Lifeline Vi, Vi+, Connect and Connect+

Once a unit has been configured, the programming file can be saved and then recalled as many times as required, therefore allowing a large number of units to be programmed using the same file, quickly and easily.

PRODUCT STATISTICS	
Weight:	46g
Dimensions:	34 x 16 x 69mm (WxHxD)
Power:	Powered by Lifeline home unit
Lead length:	70cm

Item	Part Number
USB TAPIT	51900/01

## USB TAPIT Programming Interface



Our Telecare Assessor and Telehealth courses are CPD accredited.

**Tunstall Training**  
Understanding the possibilities

## Tunstall Training Services

Part of the Tunstall Academy, Tunstall's Training team works closely with customers to help them get the most of out of technology for their own organisations and the people they support.

Our specialist team delivers a wide range of courses, from core modules to bespoke programmes, at standard, intermediate and advanced levels, many of which include remote learning options.

As the UK continues its transition to a fully digital communications network by 2025, we can also help providers to ensure their staff and processes are ready to make the most of a more digital future.

### About our courses

Tunstall's training courses have been designed to help participants acquire the relevant skills and knowledge, quickly and at a level appropriate to their role. Whether you manage a telecare service, a care home or are a clinician out in the community, our courses are focused on enabling participants to apply learning into their everyday working environment, increasing confidence, improving productivity, and enhancing the customer experience.

Courses are designed for a range of learners, from beginners to advanced, and all levels in-between. We can create tailored courses according to the knowledge of the participants, equipment used, service delivery model and other specific requirements (e.g. real-life, scenario based, and problem solving).

Training is delivered flexibly to suit the needs of the customer, using methods such as face to face, online video, and e-learning.

### Course areas

- Telecare: Independent Living
- Telecare: Group Living
- Telehealth
- Software Solutions
- Digital Consultance

Learn more about these course areas and our trainers in our Training Services brochure here: [tunstall.co.uk/training-services](http://tunstall.co.uk/training-services)



# Corporate Social Responsibility

Tunstall is fully committed to ensuring that the decisions it makes as an organisation have been considered in relation to their impact on society and the environment through transparent and ethical behaviour.

This policy covers all matters relating to Corporate Responsibility and is applicable to all managers, employees, contractors, agency staff, suppliers and anyone engaged to work for Tunstall.

We are committed to behaving in a way that is beneficial to all stakeholders, our environment and the wider community. As a group we are committed to conducting our business in a responsible and sustainable way.

We recognise 5 key priorities that contribute to corporate social responsibility: our customers, our people, our local communities, our suppliers and our environment.

### Our customers

We support many different types of customer by enabling independent living through our various software solutions and products.

We continually work to ensure that we are providing the best service for our customers. We ensure that our communications with customers are clear and we endeavour to provide products that meet their varied needs.

### Our suppliers

Our reputation is very important to us and to help protect this, we won't knowingly do business with any organisation that doesn't share our commitment to dealing with stakeholders fairly and ethically. Our approach to procurement is based on the principles of competitive tendering and dealing with suppliers in a fair and open manner.



### Our people

We respect and value the things that make our staff individuals and we're committed to creating a culture of inclusion and diversity.

We provide access to training for all staff to put them in the best position to do their job well and fulfil their potential. Regardless of role or level, everyone at Tunstall has access to a variety of developmental opportunities to help realise their full potential. We believe that supporting individual growth and development helps us attract and retain talented individuals.

### Our local communities

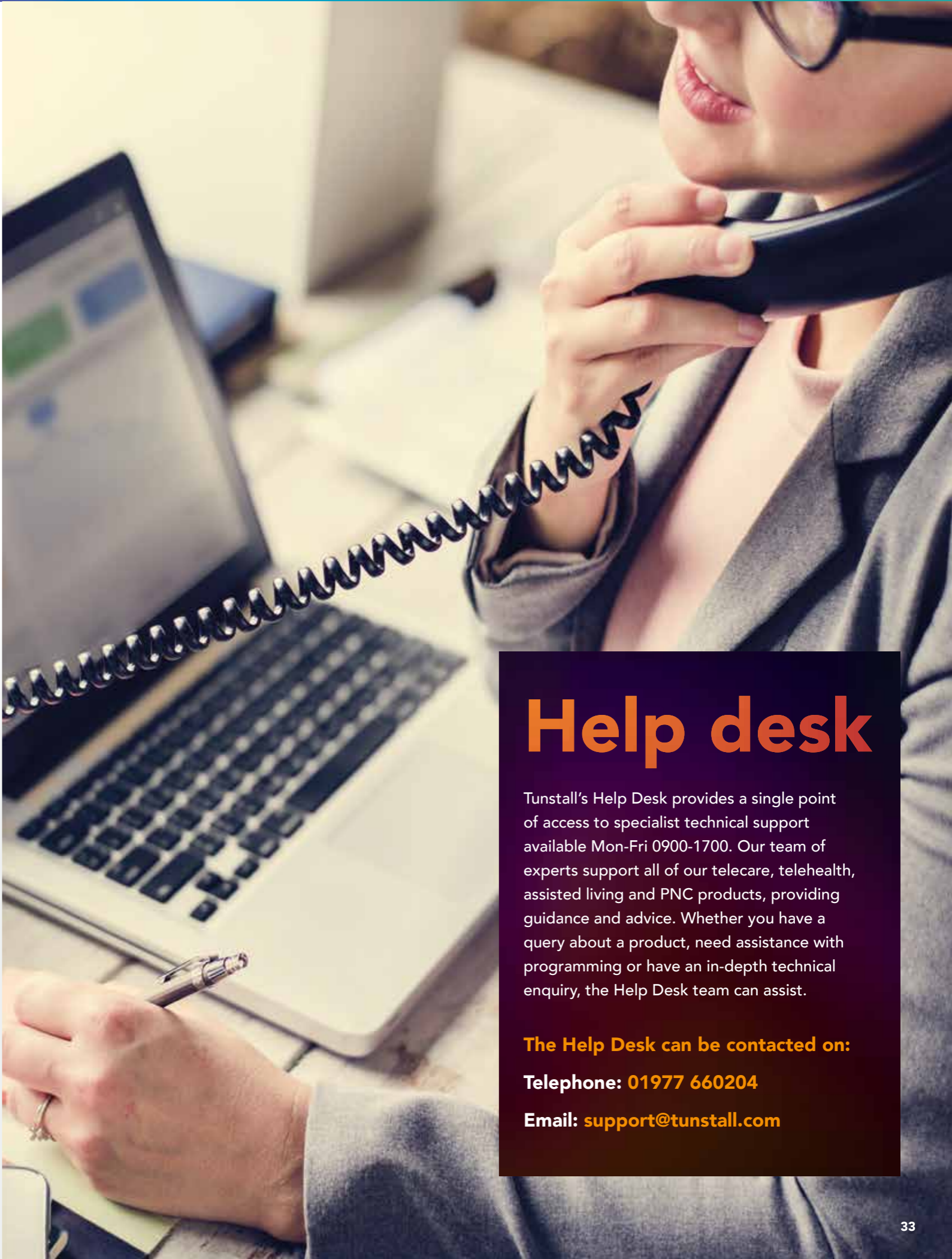
We believe in and support our local communities; we are keen to support staff and encourage our offices to support local charities which provide additional valuable services to our client group.

### Our environment

We believe in the principle of caring for the environment and continually strive to incorporate environmental good practice into our workplace, taking a sustainable approach to waste management and minimising our use of resources across the business.

We are focussed on improving our energy efficiency, managing our wastage responsibly and reducing our carbon emissions. Having taken large steps in our commitment to delivering a paperless office, minimising business travel is also an important part of our work and we provide teleconferencing facilities to help colleagues reduce the need to travel for meetings.

We recognise our responsibility to do business in a manner that protects and improves the environment for our future generations.



## Help desk

Tunstall's Help Desk provides a single point of access to specialist technical support available Mon-Fri 0900-1700. Our team of experts support all of our telecare, telehealth, assisted living and PNC products, providing guidance and advice. Whether you have a query about a product, need assistance with programming or have an in-depth technical enquiry, the Help Desk team can assist.

**The Help Desk can be contacted on:**

**Telephone: 01977 660204**

**Email: [support@tunstall.com](mailto:support@tunstall.com)**





Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

© 2023 Tunstall Integrated Healthcare group. Tunstall is a registered trademark. Tunstall Healthcare (UK) Ltd is a member of the Tunstall Integrated Healthcare group.

®TUNSTALL, LIFELINE DIGITAL, AMIE and LIFECARE are registered trademarks. ™TUNSTALL LIFECARE, iVi and are trademarks.

t: 01977 660479 e: hello@tunstall.com w: tunstall.co.uk @TunstallHealth

