

Lifeline Digital

Art. 022-25-9xx
Quickstart guide

DMP



Please Note:

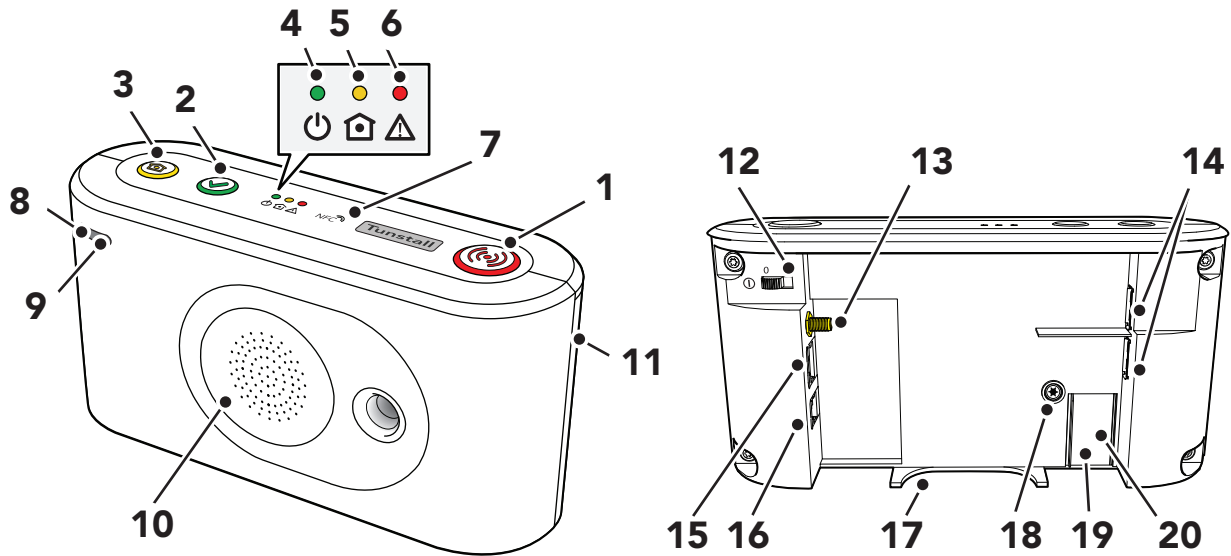
This is an international guide and may contain features and functions not currently available in your region.

Please contact your Tunstall Healthcare representative for more information.

Table of Contents

1. Overview	4
1.1. Version	4
2. Install Lifeline Digital	5
3. Connect a peripheral	7
4. Device Management Platform (DMP)	8
4.1. Log in to DMP and access device settings	8
4.2. Common settings	9
4.3. Configure cellular network settings and Access Point Name (APN)	9
4.4. Configure device connectivity methods	10
4.5. Configure IP alarms	10
4.6. Configure SIP accounts	11
4.7. Save settings	12
4.8. Logout	12
A. Contact details	13

1. Overview



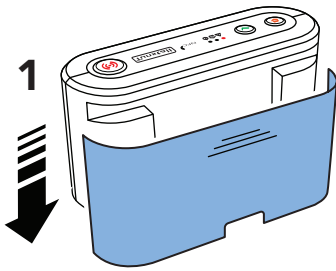
- | | | | |
|-------------------------------|-------------------------|--------------------------------------------|-------------------------------------------|
| 1. Red Alarm button | 7. NFC | 13. Antenna connector | 17. Cable slot |
| 2. Green Cancel button | 8. Microphone | 14. 2x USB 2.0 ports | 18. Security screw (T10) for battery slot |
| 3. Yellow Extra button | 9. IR receiver | 15. Ethernet/network connector (RJ45 port) | 19. Battery slot |
| 4. Green LED indicator | 10. Speaker | 16. 4. Power connector 12V (RJ11 port) | 20. SIM card holder inside battery slot |
| 5. Yellow LED indicator | 11. Back cover | | |
| 6. Red LED indicator | 12. On/Off (I/O) switch | | |

1.1. Version

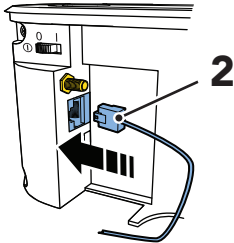
This document reflects DMP version 4.3.

2. Install Lifeline Digital

- a) Remove the back cover (1).



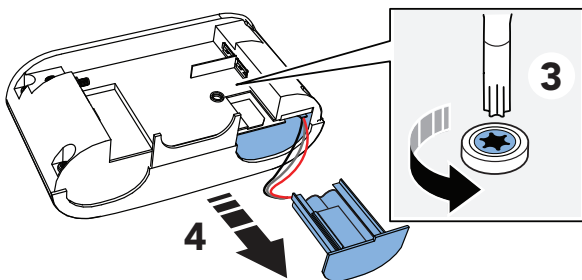
- b) For Ethernet/wired IP connectivity, connect Lifeline Digital to a local router or Ethernet socket:
- Insert an Ethernet cable into the Ethernet/Network (RJ45) connector on the device (2).
 - Connect the other end of the Ethernet cable to a local router or Ethernet socket.



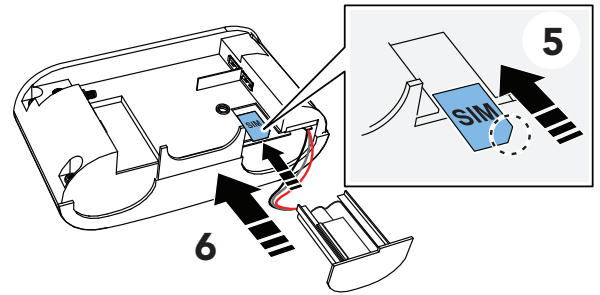
- c) For cellular connectivity, insert the SIM card provided by your supplier or Tunstall.

If the device is delivered with a pre-installed SIM card, skip this step.

- Unscrew the security screw using a T10 torx screwdriver (3).
- Pull out the battery holder from the battery slot (4).



- Insert the SIM card (standard/mini-SIM size) in the SIM card slot (5). Make sure that the metallic chip is facing down and that the SIM card notch is aligned as shown in the illustration.
- Insert the battery holder into the battery slot (6). If it is a tight fit, carefully press down on the SIM card with your finger.



- Screw the security screw back in place using the T10 torx screwdriver.
- d) Connect Lifeline Digital to mains power:

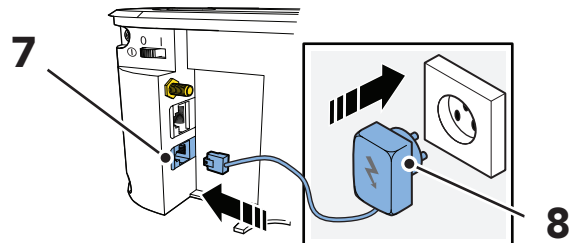


CAUTION

Only use a power adapter that is intended for use with this product and that has been supplied by . Make sure that the power adapter has the following output specification:

- +12.0V --- 1.0A, (12.0W)
- PIN 2 "+"
- PIN 3 "-"

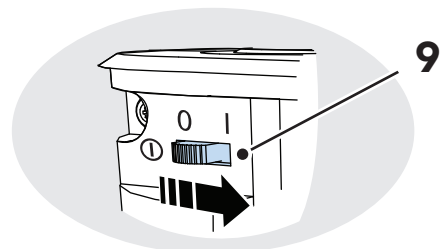
- Insert the mains power adapter cable into the 12V socket (7).
- Connect the mains power adaptor to a wall socket (8).



- e) Set the ON/OFF switch to **1** (ON) to power up the device (9).

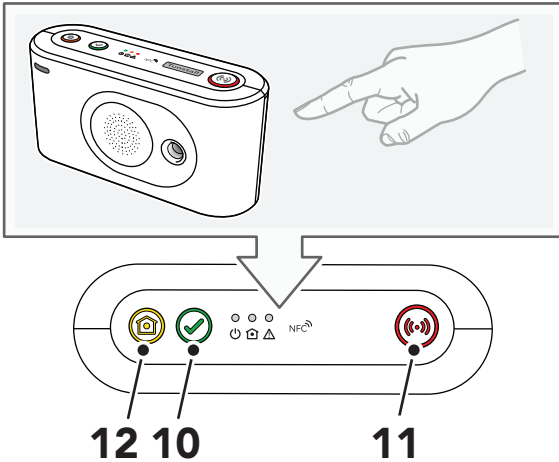
The green and yellow LED indicators starts to flash rapidly to indicate start-up progress.

The device is ready when the LED indicators stop flashing.



- f) For devices with cellular connectivity, check to ensure that cellular signal strength is sufficient:

- i. Press and hold the green **Cancel** button (10), then press and hold the red **Alarm** button (11) and the yellow **Extra** button (12).

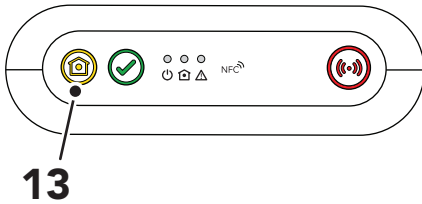


- ii. Release all buttons when the device emits a rising sound signal and announces "Programming mode".

The LED indicators start chaser sequence and the button LEDs flash in unison to indicate that the programming mode is enabled.



- iii. Press and hold the yellow **Extra** button (13).

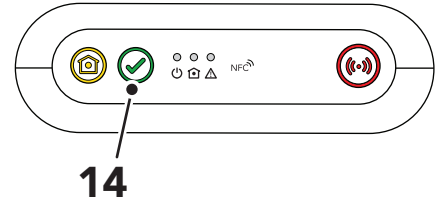


- iv. When the device announces "Four", release the button.

The device announces the current signal strength:

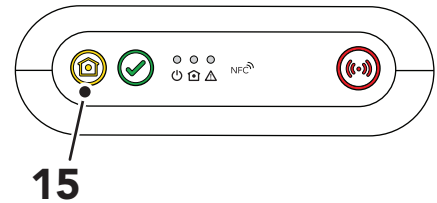
- "Cellular signal strength is One" for poor cellular signal strength.
- "Cellular signal strength is Two"
- "Cellular signal strength is Three"

- "Cellular signal strength is Four"
 - "Cellular signal strength is Five" for excellent cellular signal strength.
- v. If necessary, adjust position of the device to improve cellular signal strength.
 - vi. Press the green **Cancel** button (14) to exit cellular signal test.
 - vii. Press the green **Cancel** button (14) again to exit programming mode.



- g) If the device is registered to Tunstall's Device Management Platform (DMP), you can manually connect to DMP to download configuration and firmware updates:

- i. Press and hold the yellow **Extra** button (15) for approximately 3 seconds.



- ii. When the device emits a rising sound signal and the yellow LED indicator starts to flash, release the button.

The device attempts to connect to DMP and announces either:

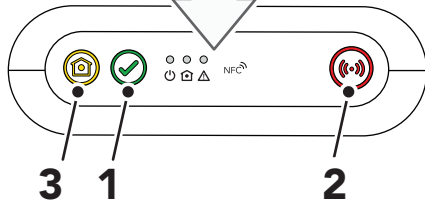
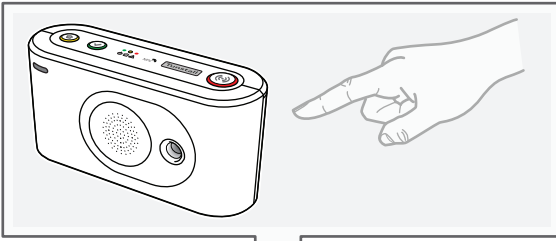
- "Connected to DMP" when a connection is established.
- "Connection attempt to DMP failed" if all connection attempts fail.

When Lifeline Digital is ready it announces "Communication with DMP completed". This may take several minutes depending on the network connection.

- h) Replace the back cover.

3. Connect a peripheral

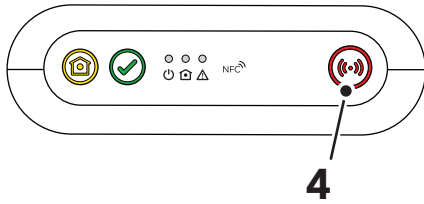
- a) Press and hold the green **Cancel** button (1) then press and hold the red **Alarm** button (2) and the yellow **Extra** button (3).



- b) When the device emits a rising sound signal and announces "Programming mode", release all buttons.

The LED indicators start chaser sequence and the button LEDs flash in unison.

- c) Press and hold the red **Alarm** button (4).



- d) When the device announces "Auto pairing mode", you can either:

- Release the button to enable auto pairing mode.

In auto pairing mode the peripheral is stored in the first available radio sensor position.

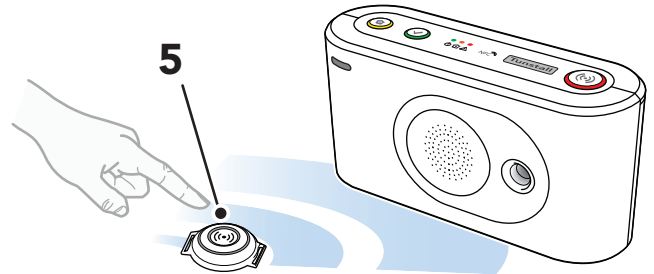
- Continue to hold the button until the device announces the number of the radio sensor position you want to select, then release the button.

In manual pairing mode the peripheral is stored at the selected radio sensor position.

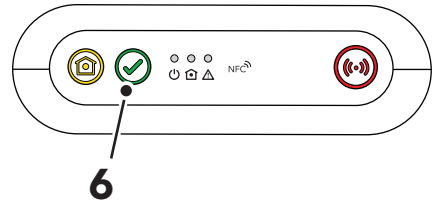
- e) When the device announces "Activate transmitter now, activate/trigger the peripheral (5).

The device announces:

- "Operation succeeded" if the peripheral was successfully connected.
- "Battery low" if the battery of the peripheral is low.
- "Operation failed" followed by an error code if the connection failed.
- "Error code One" if the device memory is full.
- "Error code Two" if the peripheral is already connected to the device.



- f) Press the green **Cancel** button (6) to save current settings and exit.



4. Device Management Platform (DMP)

Tunstall's Device Management Platform (DMP) is a cloud-based system that provides remote management, configuration and monitoring of connected devices. From DMP it is possible to manually configure settings or apply preconfigured templates to one or several devices. DMP can also distribute configuration and firmware updates.

To configure Lifeline Digital using DMP you require:

- A username and password
- If your organization enforces two-step verification, you must set up Google Authenticator, for more information refer to *DMP User manual*.
- A list of all values and parameter settings to be configured. Do not change any settings or values unless advised by your supplier or Tunstall

4.1. Log in to DMP and access device settings

To log in to DMP and access device settings:

- a) Go to the *DMP login* page.

The web address (URL) is provided by your organisation, supplier or Tunstall.



NOTE

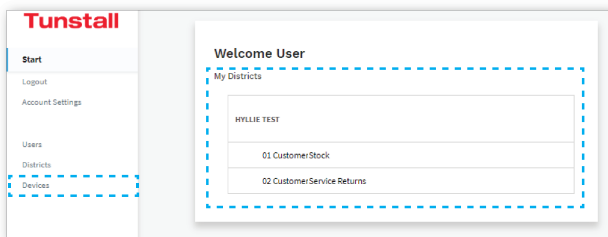
Bookmark the web address (URL) for faster access in the future.

- b) Enter your username and password then click **LOGIN**

DMP opens the *Start* page.

- c) Under *My Districts*, click on the district that you want to view, or click **Devices** in the sidebar menu.

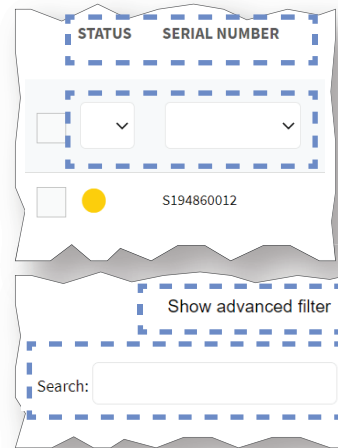
DMP opens the **Devices** page and displays a list of devices.



- d) You can **search**, **sort** and **filter** the list:

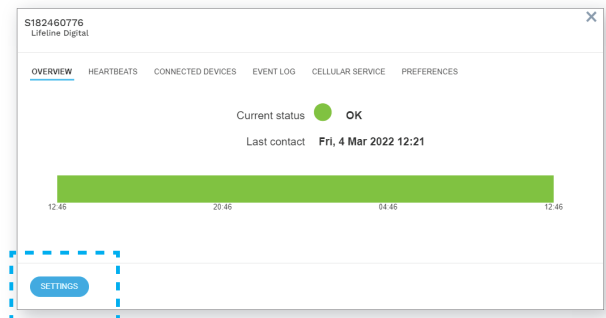
- **Search** the list by entering a text in the search field
- **Sort** the list by clicking a column header. Click again to toggle between ascending and descending order
- **Filter** the list by selecting an option in the drop-down list below a column heading
- Click **Show advanced filter** to enable additional search and filter features

- If you have access to multiple districts and customers, click the *District* and *Customer* drop-down lists to select the appropriate customer and district



- e) Click on the device that you want to view or edit.
DMP opens the *Device information* window.
- f) Click **Settings** to open the *Device settings* window.

The *Common settings* tab is the default view.



4.2. Common settings

To configure common settings:

- a) *Common settings* is selected by default when you click **Settings** in the Device information window, otherwise go to **Common settings**.
- b) If the same alarm code is to be used for all alarm receivers or Alarm Receiving Centres (ARCs):
 - i. Enter the alarm code in the *Main alarm code* field. The alarm code is used to identify the device at the Alarm Receiving Centre (ARC).
 - ii. Click **Set**.
The alarm code appears in all *Alarm code* fields.
- c) Set the speaker volume in the *Speaker volume* drop-down list.
- d) For cellular callback, enter the telephone number to use in the *Callback phone number* field. Use international telephone number format, for example: "+46[...]" or "0046[...]".
- e) Select the correct time zone in the *Time zone* drop-down list.
- f) Select a location code in the *Location code* drop-down list. The location code notifies the alarm receiver or ARC where the device is located.

Common settings

Main alarm code

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

Main alarm code

SET

Speaker volume

Callback phone number Enter the telephone number to use for cellular callback.

Speech messages language

Time zone

Location code for main unit

Location code

4.3. Configure cellular network settings and Access Point Name (APN)



CAUTION

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

To configure cellular network settings:

- a) Go to **IP Alarms > GSM APN**.
- b) Under *GSM*, enter the APN of your network provider in the *APN* field.
- c) If required, configure PIN code:
 - i. Enter PIN code for the SIM card in the *PIN code* field.
 - ii. Activate PIN code in the *PIN mode* drop-down list.
- d) If required, configure Internet settings:
 - i. Select authentication protocol in the *Authentication mode* drop-down list.
 - ii. Enter username in the *Internet user* field.
 - iii. Enter password in the *Internet password* field.

GSM APN

GSM

APN	<input type="text"/>
PIN code	<input type="text"/>
PIN mode	Not activated ▾
Authentication mode	None ▾
Internet user	<input type="text"/>
Internet password	<input type="text"/>

4.4. Configure device connectivity methods

To select device connectivity methods:

a) Go to **IP alarms > Device Connectivity Methods**.

b) Under *Device connectivity methods*, select the appropriate connectivity methods:

- Ethernet
- Cellular
- WiFi

Device connectivity methods

Ethernet	<input type="checkbox"/>
Cellular	<input checked="" type="checkbox"/>
WiFi	<input type="checkbox"/>

4.5. Configure IP alarms

To configure connection details for IP Alarms:

- a) Go to **IP Alarms > Connections** and select an appropriate **Address**. *Address n* is typically reserved for night redirection.
- b) Enter the IP address or FQDN of the receiver in the *Address* field.
- c) Select a communication protocol in the *Protocol* drop-down list:
 - **Tunstall IPACS**
 - **SCAIP**
 - **Homephone-SIP**
 - **EN50134-9**



NOTE

If the selected protocol does not support an alarm or event type, the alarm distribution moves on to the next step in the distribution sequence.

- d) Set the number of connection attempts to be made for this address in the *No. of attempts* field.

**NOTE**

strongly recommends at least 5 connection attempts for each address to ensure stable operation in case of temporary interference.

- e) Enter the alarm code in the *Alarm code/ID* field.

The alarm code is used to identify the device at the Alarm Receiving Centre (ARC). This step is not required if the *Main alarm code* field has been set.

- f) If required, select a SIP account in the *SIP account* drop-down list. The corresponding SIP account must be configured separately under *GPRS/IP > SIP Accounts*.

- g) Select a connection type in the *Connection type* drop-down list:

- **Wired** (Ethernet)

- **Cellular**

- **WLAN** (Wi-Fi), additional configuration is required under *GPRS/IP > IP/WLAN*

- **Auto**, the system automatically determines connection type

- h) Select an option for voice communication in the *Speech method* drop-down list:

- **VoIP**

- **Callback**

- **Dial out**

- **Auto**, the ARC determines which option to use

When "auto" is selected, there will be at least 5 connection attempts, regardless of the value in the *No. of attempts* field.

- i) Repeat from Step b) to configure additional connections.

Address IP alarm a

Address

Protocol Tunstall IPACS ▾

No. of attempts

Alarm code

SIP account 1 ▾

Connection type Auto ▾

Speech method Auto ▾

4.6. Configure SIP accounts

If required by the alarm receiver or Alarm Receiving Centre (ARC), to configure SIP accounts:

- a) Go to **IP Alarms > SIP Accounts** and select an appropriate **SIP account**.

- b) Enter SIP username in the *User name* field.

- c) If required, enter the SIP authentication name in the *Authentication name* field. Leave this field blank if SIP username is used for authentication.

- d) Enter SIP password in the *Password* field.

- e) For VoIP dial out:

- i. Enter the IP address or FQDN for VoIP dial out in the *SIP dialout address* field.

- ii. Set the number of connection attempts to be made in the *Retries* field.

- f) For analog/GSM dial out:

- i. Enter the telephone number in the *Dialout phone number* field.

**NOTE**

- Use international telephone number format, for example: "+46[...]" or "0046[...]".
- Do not use non-geographic telephone numbers.

- ii. Set the number of redial attempts to be made in the *Dialout phone retries* field.
- g) If required, enter the SIP Realm/domain in the *Realm* field.
- h) If required, enter the SIP proxy sever address in the *Proxy address* field.
- i) If required, tick the *Registration* checkbox to use SIP registration.
- j) If required, tick the *Encryption* checkbox to use encryption.

SIP account 1

User name

Authentication name

Password

SIP dialout address

SIP dialout retries

Dialout phone number

Dialout phone retries

Realm

Proxy address

Registration

Encryption

4.7. Save settings

- a) When you have amended all required settings, click **Save**.



DMP displays a list of the accumulated changes. If necessary, click **Cancel** to amend any setting.



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

DMP displays a verification message.

- c) Click **Verify**.

DMP displays a confirmation message.

- d) Click **Close**.

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

4.8. Logout

- a) Click **Logout** in the sidebar menu.

- b) Close the web browser when you have been logged out from DMP.
-

Appendix A. Contact details

Head office - United Kingdom

Tunstall Healthcare (UK) Ltd
Whitley Lodge
Whitley Bridge
Yorkshire
DN14 0HR
United Kingdom

☎ +44 1977 661234
✉ enquiries@tunstall.com
🌐 www.tunstall.com

Australia

Tunstall Australasia
Unit 1
56 Lavarack Ave
Eagle Farm
Queensland 4009
Australia

Mail address:
Tunstall Australia
Locked Bag 1
985 Kingsford Smith Drive
Eagle Farm QLD 4009
Australia

☎ +61 7 3637 2200
✉ info@tunstallhealthcare.com.au
🌐 www.tunstallhealthcare.com.au

Belgium

Tunstall N.V.
Rusatiralaan 1
1083 Brussels
Belgium

☎ +32 2 51 000 70
✉ info@tunstall.be
🌐 www.tunstall.nl/be

Danmark

Tunstall A/S
Niels Bohrs Vej 42
Stilling
8660 Skanderborg
Denmark

☎ +45 87 93 50 00
✉ dk.info@tunstall.com
🌐 www.tunstall.dk

Finland

Tunstall Oy
Äyritie 22
01510 Vantaa
Finland

☎ +358 10 320 1690
✉ info@tunstallnordic.com
🌐 www.tunstall.fi

France

Zone Harfleur
90A Allee Hubert Curien
71200 Le Creusot
France

☎ +33 810 00 55 63
✉ contact@tunstall.fr
🌐 www.tunstall.fr

Vitaris SAS
90A Allee Hubert Curien
BP 28
71201 Le Creusot
Cedex
France

☎ +33 3 85 73 05 05

Deutschland

Tunstall GmbH
Orkotten 66
48291 Telgte
Germany

☎ +49 2504 701-0
✉ DE.info@tunstall.com
🌐 www.tunstall.de

Ireland

Emergency Response Ltd
Ryland Road
Bunclody
Enniscorthy
County Wexford
Ireland

☎ 00 353 53 937 6400
✉ sales@emergencyresponse.ie
🌐 www.emergencyresponse.ie

New Zealand

Tunstall New Zealand
2/65 Chapel Street
Tauranga
New Zealand

Mail Address:
Tunstall New Zealand
PO Box 13153
Tauranga
New Zealand

☎ +64 (0)7 517 2680
✉ info@tunstall.co.nz
🌐 www.tunstall.co.nz

Norge

Tunstall AS
Hyllie Boulevard 10 B
Box 31044
215 32 Malmö
Sweden

☎ +46 40 625 25 00
✉ nordic.tunstallinfo@tunstall.com
🌐 www.tunstall.no

España

Tunstall Televida
Avda. de Castilla
2 Parque Empresarial San Fernando
Edificio Munich
2ª Planta
28830 San Fernando de Henares
Madrid
Spain

☎ +34 91 655 58 30
@ teleasistencia@televida.es
🌐 www.tunstalltelevida.es

@ info@tunstallnordic.com
🌐 www.tunstall.se

@ info@tunstall.nl
🌐 www.tunstall.nl

Sverige

Tunstall AB
Box 31044
200 49 Malmö
Sweden

☎ +46 20-66 11 11

Nederland

Tunstall B.V.
Oslo 28
2993 Id Barendrecht
The Netherlands

☎ +31 180 696 696

Vitaris Response B.V.
Oslo 26
2993 LD Barendrecht
PO Box 311
2990 AH Barendrecht
The Netherlands

☎ +31 55 539 54 00
@ info@vitaris.nl
🌐 www.vitaris.nl



www.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 omissions within this document.

© 2023 Tunstall Group Ltd. ® Tunstall is a registered trademark.

Tunstall declare that this radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address: <https://www.tunstall.com/lifeline-digital-documentation>

Transmitting power: The transmitted power in the actual frequency band is less than 1mW e.r.p.