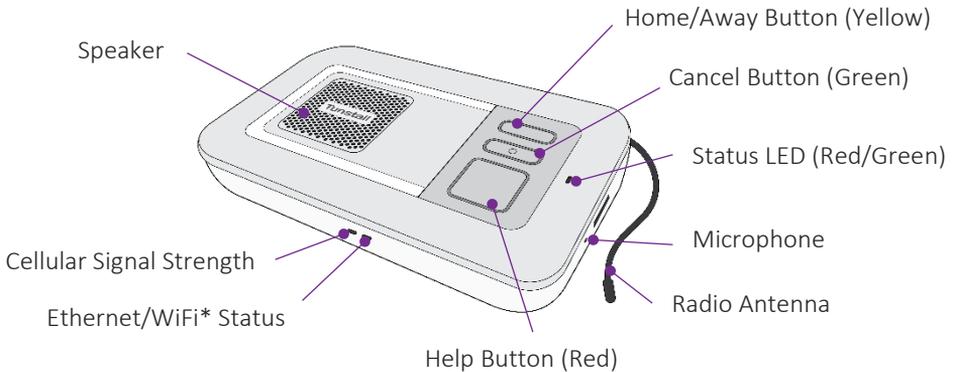# Tunstall

Lifeline Smart Hub™

User Guide

Your Lifeline Smart Hub™

The Lifeline Smart Hub is connected to the mains power supply. It is also connected to your home router and/or to a cellular network via an inbuilt SIM card. It enables you to generate a call for help when you need it by immediately contacting a monitoring centre who will be able to provide you with the assistance you require.

Speaker

Home/Away Button (Yellow)

Cancel Button (Green)

Status LED (Red/Green)

Cellular Signal Strength

Microphone

Ethernet/WiFi* Status

Radio Antenna

Help Button (Red)

Your pendant

Your pendant is wirelessly connected to your Lifeline Smart Hub and enables you to generate a call for help from anywhere in your home or garden. The pendant should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. The pendant is water-resistant (to IP67 standard) up to 1m. It can be worn in the shower however wearing it in the bath should be avoided where possible.

The pendant has the below features:

💧	Water-resistant	↔	Up to 50m radio range (typical)	🔋	Auto low battery**

* When available

** The pendant will automatically send a notification call via the Lifeline Smart Hub to the monitoring centre when its battery is low
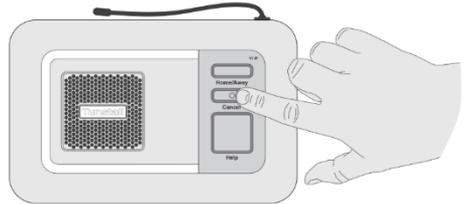
Using the Lifeline Smart Hub

Making an alarm call
Press the button on the pendant or the red help button on the Lifeline Smart Hub. The Lifeline Smart Hub will announce 'Do not worry contacting assistance'. The call will be answered by an operator at the monitoring centre. Tell the operator why you have generated the alarm call, and they will arrange for assistance.

Cancelling an alarm call
Wait 5 seconds (after the help button is pressed) and press the green cancel button. The Lifeline Smart Hub will announce 'The alarm call has been cancelled'. This in-built delay prevents accidental cancellation of an alarm.

False alarms
If you accidentally generate a false alarm, please do not worry as your monitoring centre is always happy to hear from you and the raising of the alarm acts as a useful test of your Lifeline Smart Hub.

Light on the pendant indicates
When pressed the red light on the pendant will turn up. This is to indicate that the button has been pressed. If the light flashes when pressed, this indicates that the pendant battery is low and should be replaced.

Light

Warning/Status lights on the Lifeline Smart Hub

The Lifeline Smart Hub has warning and status lights to clearly indicate its status based on the below.
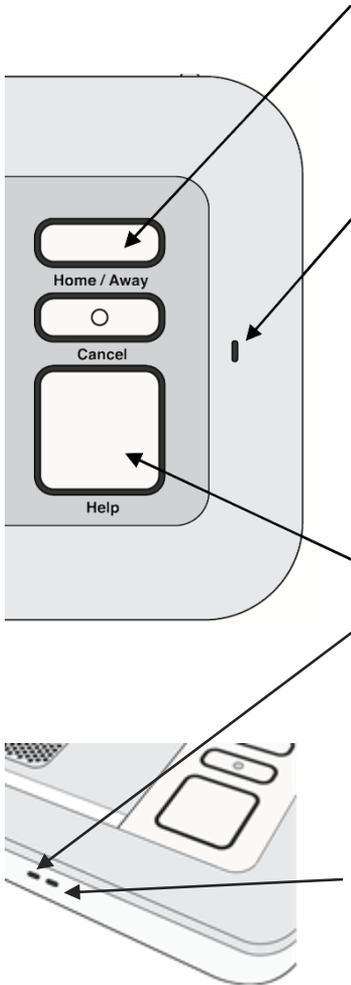
Home/Away Button (Yellow)	Lifeline Smart Hub status
On	Away mode
Off	Home mode

Status Light (Green/Red)	Lifeline Smart Hub status
Green LED on	Normal mode
Red LED flashing (1 every 4 seconds)	Low internal battery
Red LED flashing (1 every second)	No external communications
Red and green flashing	Reduction in radio coverage
Green LED flashing	Configuration/software update in progress

Help Button (Red)	Lifeline Smart Hub status
On	Normal mode
Flashing (1 every 4 seconds)	Normal mode running on battery
Flashing (1 every second)	Alarm mode

Cellular Signal Strength Status	
Green	Strong signal (19+)
Yellow	Good signal (7-18)
Red	Poor signal (1-6)
White	No SIM or network connection
Flashing white	Incorrect SIM PIN

Ethernet Status*	
Green	Connected to a router and has internet access
Orange	Connected to a router but no internet access
Off	Not connected to a router

*When available

How to respond to announcements

Announcement	What to do
'Warning – there is no mains power.'	Check the Lifeline Smart Hub is plugged into a working electrical socket.
'Warning – reduction in radio range detected.'	Check the Lifeline Smart Hub is not close to any other electrical devices such as a computer, television, fan, mobile phone. If so turn-off or move the equipment away from the Lifeline Smart Hub and check if this stops the warning.
'Warning – battery low.'	Check the Lifeline Smart Hub is plugged into a working electrical socket.
'The mains power is restored.'	Nothing, power has been reconnected to the Lifeline Smart Hub
'Warning – no mobile network coverage.'	The unit is unable to find cellular coverage. Contact your supplier.
'Mobile coverage restored.'	Cellular coverage has reconnected
'Warning – Ethernet connection failure.'	The unit is no longer connected to the router. Check the Ethernet cable and router.
'Ethernet connection restored.'	The Ethernet connection is restored and can now communicate with the router.
If these persist, please contact your supplier.	

Help and advice

Dos

- Wear your pendant at all times.
- Test your Lifeline Smart Hub on a regular basis.
- Keep the Lifeline Smart Hub connected to the mains power at all times.
- Dust the Lifeline Smart Hub/pendant with a soft cloth which can be slightly moistened with a gentle detergent if required.

Don'ts

- Expose the Lifeline Smart Hub to water or other liquids.
- Connect cables other than those supplied with the Lifeline Smart Hub.
- Move the Lifeline Smart Hub from the location that it was initially installed.
- Move objects close to the Lifeline Smart Hub that are made of metal or create lots of noise or heat such as televisions, radios, washing machines, microwave ovens, Wi-Fi routers, mobile phones, laptops etc.

Battery information

All batteries should be disposed of in accordance with the latest legislation.

Technical Details

Weight:	502g (1020g Packaged)
Dimensions:	185mm x 122mm x 41mm (WxLxD)
Mains power:	230v ac (3 Watts, typical)
Stand-by battery:	NiMH
Back-up time:	24 hours of stand-by operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	869.2125MHz, compliant with the European Social Alarm frequency band
Pendant power:	The transmitted power in this band is less than 1mW e.r.p
External connections:	DC power adapter with 3m cable
	GSM antenna (Internal or optional external)
	Ethernet Port
	USB Port (Manufacturer Use Only)
Pendant battery:	3V Lithium (not changeable)
Cellular:	
3G model:	2G/3G 5 band GSM/GPRS/Edge/UMTS 900/1800MHz
	Maximum transmit power 2W at 900MHz.
4G model:	2G/3G/4G LTE bands B1 (2100MHz), B3 (1800MHz), B7 (2600MHz), B8 (900MHz), B20 (800MHz), B28 (700MHz)
	Maximum transmit power 2W at 900MHz.

Environmental

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non-condensing to perform to full specification) = 0 to 80%, storage relative humidity (non-condensing) = 0 to 93%

Standards

EMC:	EN55032, EN 55024, EN50130-4, EN301 489-1, EN301 489-2, EN301 489-7
Safety:	EN60950-1
Radio:	EN300 220-2 Category 1
CE:	Compliant
Social alarm:	EN50134-1, EN50134-3, EN50134-2

Design, Manufacture, Installation and Service: ISO9001:2015
ROHS Compliant

Declaration of Conformity

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:
www.tunstall.co.uk/approvals

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