



# PNC Remote Programming Guide

### Contents

Introduction	4
Logging on and off PNC	5
Duplex	5
Equipment model	6
Enquire and programme	6
Enquire	6
Programme	6
Equipment ID	7
Alarm numbers	7
Alarm sequences	8
User options	8
- Telephone Line Monitor	8
Power Monitor	8
Inactivity	8
Quick codes	9
Prefix / Suffix	9
Prefix	9
Suffix	9
Date / Time	9
Dial options	. 10
Pulse Dial	. 10
Dial Tone Detect	. 10
Skip to Next Sequence Number if Slot Empty	. 10
Raise Confirmation Call	. 10
Warning On Line	. 10
Repeat Call Sequence	. 10
Tones	. 10
	. 10
Pause Delay	. 10
Retry on Busy Line	. 10
Periodic calls	. 11
Radio triggers	. 11
Virtual	. 12
Virtual property exit sensor	. 12
VPES	. 12
HSE Event	. 12
Speak Start / End	. 12
VBed 1 and 2	. 13
VBed 1 and 2	. 13
Repeat on activity	. 13
Repeat alarm	. 13
Auto Light	. 13

### Tunstall

Not in by	13
Not out by	13
Ringing	13
Ringing	13
Ring Cadences before level change	13
Mains fail	14
Mains Fail random timeout	14
Mains Restore random timeout	14
Power Down Configuration	14
Min time between battery low events	14
Hold off before first battery low event	14
Mains fail call frequency	14
Packing shutdown time	14
Standard triggers	15
H/W input	15
Zone	15
Temperature	16
Night-time suppression	16
Enable temperature monitoring	16
Threshold temperature	16
Hysteresis temperature	16
Window time	16
Window time Event suppression	16 16
Window time Event suppression Reset settle time	16 16 16
Window time Event suppression Reset settle time Reminders	16 16 16 <b>17</b>
Window time Event suppression Reset settle time Reminders Period	16 16 16 <b> 17</b> 17
Window time Event suppression Reset settle time Reminders Period Randomise	16 16 16 17 17 17
Window time Event suppression Reset settle time Reminders Period Randomise Start time/ End Time	16 16 16 17 17 17 17
Window time Event suppression Reset settle time Reminders Period Randomise Start time/ End Time Acknowledge time	16 16 16 17 17 17 17 17
Window time Event suppression Reset settle time Reminders Period Randomise Start time/ End Time Acknowledge time	16 16 16 17 17 17 17 17 17
Window time Event suppression Reset settle time Reminders Period Randomise Start time/ End Time Acknowledge time Manual entry Saving programme settings	16 16 16 17 17 17 17 17 17 18
Window time Event suppression Reset settle time Reminders Period Randomise Start time/ End Time Acknowledge time Manual entry Saving programme settings Finalising programming	16 16 16 17 17 17 17 17 17 18 18

# Introduction

This document is a guide for PNC Remote Programming.

This is suitable for all Control Centre Managers, PNC Administrators and other staff who need to manage remote programming within the monitoring centre.

This user guide will assist with:

- Remotely programme standard radio triggers
- Programme Date/Time and Reminder facilities
- Enter location codes and alarm sequences
- Save Programming Templates



# Logging on and off PNC

Enter your username and password; passwords are case sensitive.

Database menus and icons display along the top of the screen and if you have the correct system privileges the call handling icons display down the right-hand side of the screen.

The functions available to you are governed by your user account which has been set up by your monitoring centre PNC system administrator.

To log off, select red **[T]** from the top left-hand corner of the screen followed by Log off.





# Duplex

Home communications units in dispersed dwellings can be directly programmed from the monitoring centre.

Programming can be undertaken when a call is made from the dispersed unit to the monitoring centre, or when the unit is called from the monitoring centre.

If you call a dispersed unit using either a handset or headset then you will be able to speak to the resident using full-duplex communication (i.e. you will not have to press the Talk button on the call station's speech unit).

However, programming can only take place when there is half-duplex communication. You can either manually switch into half-duplex



communication by selecting Change Duplex from the special features button sub-menu, or simply press the programming button and PNC will make the change for you.

### Equipment model

Once Program has been selected from the Call menu you can now select the model of the home communication unit from the buttons or the Equipment menu. However, the equipment type will normally be selected for you.

Once you have selected the equipment type (or it has been automatically selected for you) various options are shown in one tabbed window. These options are specific to each equipment type. If you select a different equipment type you will often notice that the number of available tabs alters.

Lifeline 4000+	Premier S	Solo 2+	U Connect+	
Lifeline 4000	Premier	Solo 2	Lifeline Vi Lite	
Lifeline 3000	Portal	BS BS(e) Unit	Lifeline Vi	
Lifeline 2000	Lifeline 2+	Horizon	Lifeline Vi+	
Lifeline 1000	Lifeline 2	Horizon+		
Lifeline 400	Lifeline 1	Elan		
Lifeline 400L	Solo 3	LL Connect		
Please press the but equipment is not list equipment emulates	ton corresponding to t ed it is safest to specif this unit.	he equipment type in us y Lifeline 2, as most nor	e. If your 1-Tunstall	

If you select Information from the Equipment menu you will be shown a summary of the capabilities of the particular model you have chosen.

# Enquire and programme

#### Enquire

This allows you to discover the existing settings. If you select Enquire then every parameter you have selected for **Enquire** on every tab will be requested from the home unit in question (including the tabs you cannot see). This can take some time. If you select **Enquire this screen ONLY** from the Options menu then only the parameters you have selected on the screen you can currently see will be requested. Pressing the Enquire button in the bottom right-hand corner of the programming screen is the same as selecting Enquire from the menu.



#### Programme

If you select Program from the Options menu

then it will program every parameter you have selected on every tab/screen. If you select **Program this screen ONLY** from the **Options** menu then only the selected parameters from the screen you can see will be programmed. The program button at the bottom right, as for enquire, is the same as selecting Program from the Options menu.



# Equipment ID

Setting the Equipment or Unit identification number is one of the most common programming tasks.

This is the unique number that the home communication unit sends to the monitoring centre so that PNC can get the relevant information from its database.

Units are normally dispatched from the factory with a fixed easily recognisable value (for Tunstall units this is usually 995), so the first thing that needs doing once a unit is installed is to reprogram its ID value.

Virtual	VPES	VBed 1	VBed 2	Ringing	Mains Fa	ail Standa	rd Triggers	H/W Input	Temperature	Reminders	Manual Ent
Equip ID	Alarm	No.s Alarn	n Sequence:	s User Oj	ptions C	uick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Trigge
Program	n						Enquire				
1.				(default)			1.				
2.							2.				
3.							3.				
<b>4</b> .							<b>4</b> .				
5.							5.				
6.							6.				
7.							7.				
8.							8.				
<b>9</b> .							<b>9</b> .				
10.							10.				

If you change this number for a unit already placed in a dwelling, then you must remember to also alter the Unit Ident for the dwelling in the database.

# Alarm numbers

The Alarm numbers are the numbers the telephone will call in the event of an alarm activation. Imagine that a smoke alarm connected to the home communication unit has been set off. The unit will call the monitoring centre number.

If the monitoring centre does not answer, or is engaged, then it will call the next number, and the next and so on.

You can find out which numbers are already programmed into the home communication unit

🔊 Program	nming Life	line Vi+ : U	Inknown II	)								_ 🗆 🗙
Options	Equipment	t										
Virtual	VPES	VBed 1	VBed 2	Ringing	Mains	Fail	Standar	d Triggers	H/W Input	Temperature	Reminders	Manual Entry
Equip ID	Alarm N	o.s Alarn	n Sequenc	es User O	ptions	Quic	k Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Triggers
- Prograi	m							Enquire				
m1	0107766	1004		~	Prefi	x Suf	fix	m1 C			Pr	efix Suffix
	0197700	1254										
				.c •				2.				
3.				× v				<u> </u>				
4.			0	· •				4.				
5.			(	·c •	· 🗖			5.				
6.			C	·c ·				<b>6</b> .				
7.			•	c .				7.				
8.			(	·c •				8.				
<u>9</u> .			(	c -				9.				
<b>10</b> .			(	c -				ID.				
			[	2								
				_								
For alarm	receiver, CO	=Control (	Centre, PR:	Personal Re	cipient,	POTS:	phone, I	P=Internet P	rotocol		<u>P</u> rogram	<u>E</u> nquire

by using the Enquire facility. Any of the telephone numbers in the Enquire fields can be dragged across to the program fields, and this can be useful if you want to make minor changes to numbers.

The button to the right of each Alarm Number field is used to set the number to monitoring centre or Personal Recipient. A personal recipient is someone who usually lives close to the resident and who can assist if there is a problem. The home communication unit will call any personal recipient listed in its memory before it calls a monitoring centre.

# Alarm sequences

There are up to ten alarm numbers that can be stored in a Lifeline. Alarm sequences allow you to specify a series of alarm numbers that the home unit will ring (a "sequence") and how many times each number is attempted.

By clicking on the question mark you can use s simple interface for alarm sequences to define the order and number of attempts the number is dialled.

You can specify to repeat the sequences on completion until contact is made with either a monitoring centre or a personal recipient.

Alarm No.s	Alarm Sequences	User Options Attempts :	Quick Codes	Pre/Suffix Enquire 1. 2. 3. 4.	Date/time Alarm Numbe	Dial Options	Periodic Call	Radio Trigge
Alarm Nu	imbers : 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Attempts :		Enquire	Alarm Numbe	rs : Att	empts :	
Alarm Nu	imbers : 2 2 2 2 2 2 2 2 2 2 2 2 2	Attempts :		1. 2. 3. 4.	Alarm Numbe	rs: Att	empts :	
				1. 2. 3. 4.				
	9 9 9 9 9 9 9 9			2. 3. 4.				
	9 9 9 9 9 9 9			<b>3</b> . <b>4</b> .				
	? ? ? ? ? ?			<b>4</b> .				
	2 2 2 2 2 2							
	?			5.				
	? ?			<b>6</b> .				
	?			7.				
	?			8.				
				9.				
	?			10.				
					슈 Move	Up		
-	4			<u>_</u>	7 Move (	Down		
-				Inci	rease Att	empts		
				Dec	rease At	empts	1	
ompletion	<u> </u>							
							1	
		Numb	Number {attempt	Number {attempts}	Number {attempts}	Number {attempts}	Number {attempts}  Move Up  Move Up  Move Down  Increase Attempts  Decrease Attempts  completion	Number {attempts}

### User options

The User Options tab is the one most likely to vary according to the type of equipment you are programming.

#### **Telephone Line Monitor**

This is a message that is emitted if the unit loses its connection to the telephone line. This message reminds the resident that they need to plug the telephone back in.

📧 Program	nming Lifelin	ne Vi+ : Ui	nknown ID							l	×
Options Virtual	Equipment VPES	VBed 1	VBed 2	Ringing	Mains Fa	il Standa	rd Triggers	H/W Input	Temperature	Reminders	Manual Entry
Equip ID	Alarm No.s	s Alarm	Sequence	s User Op	ptions Q	uick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Triggers
Program	n Teleph Power Inactiv Inactivity	none Line I Monitor ity Calls Ει γ Call Deta	Monitor nable ils				Enquire	Telephone Power Mo Inactivity ( Inactivity Call	Line Monitor nitor Calls Enable Details		
Set options	Trin;	penalien: rol how th	0 12 Hi	s 24	Hrs with the u	ser		Trigger aft	er: 0 12 F	frs 24 H	IS

#### **Power Monitor**

This is a message that is emitted when power is

lost to the home communication unit (i.e. its transformer is not plugged in). This message acts as a reminder that they need to plug the transformer back in.

#### Inactivity

Home communication units can be connected to pressure mats and movement detectors. These will be triggered by the resident moving around their house or flat. If the resident does not move around (and hence trigger one of these movement sensors or use the telephone) then the home communication unit will call the monitoring centre with an alarm. The inactivity alarm can be set to 12 hours or 24 hours.



### Quick codes

Using quick codes allows the programmer to change the settings and preferences of any compatible Lifeline by copy and pasting the 4digit code specified from the list and pressing 'Program'.

You will find a description of the programming codes to the right of the 4-digit quick code.

Virtual	VPES	/Bed 1	VBed 2	Ringing	Mains Fail	Standar	d Triggers	H/W Input	Temperature	Reminders	Manual Er	
Equip ID	Alarm No.s	Alarm	n Sequence:	User O	ptions Quic	k Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Trig	
- Progra	m											
		Selecte	d quick cod	es : see yo	ur product doo	umentati	on for full d	etails.				
	2040 Reset to defaults, retain radio triggers     Note: LOCAL ONLY, will appear to fail if attempted from control centre.     Sono Reset to defaults     Note: LOCAL ONLY, will appear to fail if attempted from control centre.     Delete and triggers     3000 Delete next received radio trigger											
		3011 3012 3013 3014 3200 32XX	Activat Activat Disable Disable Enable	e external r e external r external r external re test remin test remin	elay (2 secs) fo elay while call elay on smoke lay for all alarr ders ders with a per	or all alarn selected alarm, de ns iod of XX	activate on days	cleardown				
		4401	Enable	auto-prese	nce reporting						•	

# Prefix / Suffix

#### Prefix

Some home communication units will be connected to internal telephone exchanges, that require an extra digit at the beginning of the number before they can be connected to an outside telephone line. The prefix options allow you to select one, two or no digits to be inserted before the monitoring centre number is dialled.

Program	nming Life	line Vi+ : U	Inknown ID		_					L	x
Options	Equipment										
Virtual	VPES	VBed 1	VBed 2	Ringing	Mains Fai	Standa	rd Triggers	H/W Input	Temperature	Reminders	Manual Entry
Equip ID	Alarm No	o.s Alarn	n Sequences	User Op	otions Q	ick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Triggers
Program	n Prefix Prefix an alarm nu prefix an that the field.	x : d suffix val imbers. See d/or suffix Caresse GS	ues can be u the Alarm l values with M variant do	sed in con No.s tab to any alarm ies not sup	junction wi associate ti number. Ne port the su	h iese te fix	Enquire	Prefix:			
Specify pre	fix and suff	ïx values to	be dialled b	efore or at	ter alarm n	umbers			[	Program	Enquire

#### Suffix

These are numbers that are dialled after the telephone number e.g. an extension number.

### Date / Time

Date/Time allows automatic updates of the internal clock each time the unit makes a call from Greenwich clock. If you wish to change the times (say because the unit is in a different time zone to the monitoring centre), just click on the time and press Program.

Checking the CLI update box will update the date and time of the internal clock on the Lifeline each time a call is connected to/from the monitoring centre.

virtuar	VPES	VBed 1	VBed 2	Ringing	Mains Fail	Standa	rd Trigg	gers	H/W Input	Temperature	Reminders	Manual En
quip ID	Alarm No.	s Alarn	n Sequences	User O	ptions Quic	k Codes	Pre/S	Suffix	Date/time	Dial Options	Periodic Call	Radio Trigg
Progra	m						Enqui	re	_			
	Date	. 09 J	uly 2014						Date: 09	July 2014		
	Time	17:41:2	4 🚔						Time : 00:	00:00		
		C Allo	w CLI update							Allow CLI update		
	DST Setting				•			DST S	etting :			
	The unit w current tim ignored). If you wish	ill automa ie in hour to chang	itically be pr s and minut e the time (s	ogrammed es (second say becaus	d with the s are e the unit is in							
	the time.	time zone	to the com	fol Centre;	, just circk on							

Setting the DST setting advance the internal clock ahead one hour at the beginning of DST (Daylight Saving Time) and move them back one hour ("spring forward, fall back") when we return to standard time.

# **Dial options**

#### **Pulse Dial**

Check this box if the service user is using a rotary dial telephone. Older telephones use slow pulse dialling. Modern telephones and telephone exchanges use tone dialling, which is faster. Tunstall home communication units can use both, to ensure that they will still work with old telephone exchanges.

Virtual	VPES VI	Bed 1	VBed 2	Ringing	Mains	Fail	Standar	d Trigg	ers	H/W Input	Temperature	Reminders	Manual Entry
Equip ID	Alarm No.s	Alarm	Sequences	User O	ptions	Quic	k Codes	Pre/S	ouffix	Date/time	Dial Options	Periodic Call	Radio Triggers
Program	Pulse	lial						Enqui	re	Pulse Dial			
	Dial To	ne Detec	t							Dial Tone	Detect		
	🔲 Skip to	next seq	uence nun	ber if slot	empty				0	Skip to ne	d sequence num	nber if slot empt	ty
	📰 Raise c	onfirmat	ion call							Raise conf	irmation call		
	Cenera 🔤	te warnir	ig on line							Generate v	varning on line		
	Repeat call s	equence	:			•			Re	peat call sequ	ence :		
	Tone	s:			•					Tones :			
	Pause Mod	e:			-				Pi	ause Mode :			
	Tone Leve	st: 🗍			•					Tone Level :			
	Pause delay	(second:	): 0	*					Pa	use delay (sec	onds) :		
	Retry on b	usy line :		(00 = pr	ocess in	media	itely)		R	letry on busy l	line :		

#### **Dial Tone Detect**

If enabled the unit will firstly check that there is

a dial tone on the line (checking that there is a telephone line connected) before dialling. Not generally enabled as BT voicemail service will present a broken dial tone when answerphone message has been left which could stop the unit dialling out.

#### Skip to Next Sequence Number if Slot Empty

This works in conjunction with the Alarm sequences tab to skip to slot 3 if slot 2 remained empty between boxes 1 and 3.

#### **Raise Confirmation Call**

This will ensure the "don't not worry" message is played when a alarm call is raised.

#### Warning On Line

If selected this provides a warning if the line is disconnected.

#### **Repeat Call Sequence**

Use the options from the drop down to specify whether or not you wish to repeat the call sequence or use the sequence settings entered on the alarm sequences tab.

#### Tones

When an alarm is raised, the service user will hear the dial tones phoning the monitoring centre. Use this drop down to manage whether or not the resident hears those tones. If Periodic Tones is selected you hear a beep every 30secs or so to indicate the line is open.

#### **Tone Level**

This is the volume for the beeps the lifeline sends / receives when dialling.

#### **Pause Delay**

This is the delay that the home unit will provide before the home unit reacts to the event e.g. wait 10 seconds before dialling the monitoring centre.

#### **Retry on Busy Line**

This is the duration of how long to wait before the Lifeline tries to re-raise the call to the monitoring centre.



### Periodic calls

Periodic Calls allow a unit to routinely dial into a monitoring centre to confirm that the unit is still operating ok.

Some models can be set to call every so often (periodically) - usually every twenty-eight days. You can use the Periodic Call tab to turn this feature on and off and to set the number of days between calls.

Offset If you set the home communication unit to send a periodic call in twenty-eight days' time

irtual	VPES	VBed 1	VBed 2	Ringing	Mains Fail	Standa	ard Trigge	rs   F	H/W Input	Temperature	Reminders	Manual En
quip ID	Alarm M	lo.s Alan	m Sequences	User Op	tions Quid	k Codes	Pre/Su	uffix	Date/time	Dial Options	Periodic Call	Radio Trigg
Program	Mode : Period : Offset :	Disable per Gall at inter Call at fixer	iodic calls vals d time every r	i days			Enquire	Mode Perioc	s:			
	Periodic ( with an c at a fixe	Smart p calls can be pl offset from tin d time every r	eeriodics aced every n ne now. Altern n days.	days, hours natively, calls	or seconds, : can be sent				∏ Sm	art periodics		

then it will call in exactly twenty-eight days from when you click on the Program button. Consequently, if you program it at 3.30 in the afternoon then the unit will call back in twenty-eight days' time at 3.30pm. Many monitoring centres prefer home communication units to call with periodic calls in the late evening or the middle of the night, when the monitoring centre has few calls therefore you can offs et the call by 'X' number of hours before it makes its call.

### Radio triggers

Radio Triggers tab allows the monitoring centre to remotely add a new trigger e.g. to replace a lost pendant by entering the trigger ID (6-digit Ident on the reverse of the trigger), entering the trigger type from the drop-down list.

Additionally, you can enter a location code if required. Pressing the (?) produces a list of available location codes. E.g. 02 = Second resident

If a location code is programmed this will appear on the alarm text when it hits PNC.

Programming Lifeline Vi+: Unknown ID									
<u>Options</u>	Equipment								
Virtual	VPES VBed 1	VBed 2 Ri	inging M	lains Fail Stand	ard Triggers	H/W Input	Temperature	Reminders	Manual Entry
Equip ID	Alarm No.s Alarm	Sequences	User Option	ns   Quick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Kadio Triggers
Progra	Program Trigger ID :					tly delete this	trigger		
	Trigger Type:	tion Code :	?	00 to 99	_				
Assistant - RadioTriggers					×				
Adding a radio trigger :									
<ol> <li>Read the trigger ID value from the under the trigger (the trigger may be in the po of the caller). The ID is on a label which on the right</li> </ol>			[	<u>Program</u>	Enquire				
<ol> <li>Enter the Trigger ID value from the top ID edit box. This should be a six digit nu</li> </ol>	ight-hand corner meric identifier.	of the label	l into the 1	Trigger					
3. Select the appropriate trigger type from	the pull-down list.								
4. Configure the behaviour of the trigger t	4. Configure the behaviour of the trigger to your requirements, and initiate programming.								
Deleting a radio trigger :									
To delete a trigger, simply enter the trigger "permanently delete this trigger" checkbox	ID as descibed at and program in th	iove, check e normal wa	<the ay.</the 						
				Close	]				

# Virtual

Virtual sensors e.g. movement sensors may require a location set against them in order to determine which sensor has been triggered e.g. kitchen, lounge etc.

- 12 = boxes 1 and 2
- 34 = boxes 3 and 4

By using the time before alarm: HH:MM box you can also specify the delay time before the alarm is triggered to the monitoring centre.

ptions	Equipment											
quip ID	Alarm No.	s Alarm Sequer	ices User C	options (	Quick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Trigg		
irtual	VPES	VBed 1 VBed 2	Ringing	Mains F	ail Standar	d Triggers	H/W Input	Temperature	Reminders	Manual Ent		
Program	1					Enquire						
	Inactivit	y				1	nactivity					
	1	T21 Location	Time befo	re alarm: H	нмм		TT21 Lo	cation 1	ime before alar	m: HHMM		
	1	?					1					
12	2	?				12	2					
111 24	3	?				III 24	3					
	4	?					4					

# Virtual property exit sensor

#### VPES

Virtual property exit sensor (VPES) allows you to specify when the VPES in monitoring i.e.:

- Weekdays
- Weekends
- Between what times

The absence slot allows you to specify in minutes and seconds how long of a delay (if any) you wish to provide the service user before an alarm call is raised to the monitoring centre.

quip ID	Alarm N	0.s 4	Alarm Sequen	es User C	ptions	Quick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Triggers
irtual	VPES	VBed	1 VBed 2	Ringing	Mains	Fail Standar	d Triggers	H/W Input	Temperature	Reminders	Manual Entry
Progra	am						Enquire				
	Property E	xit.	Start/End: I	ним а	bsence: N	MMSS					
	Weekday	5					Wee	kdays			
	Start	End	A	osence	🗌 HSE e	event	St	art End	Abser	nce HS	E event
				dis	able	-					
		Α	oply for : W	eekdays and	l weeken	ds 👻		Ar	oply for :		
				,							
	Weekend	8					- Wee	ekends			
	Star	:	Er	ıd				Start	End		
	Spea	ak start	S	beak end				Speak start	Spea	k end	

#### **HSE Event**

This relates to the 'Generate Home State Entry Event when Activity Detected' function on PC Connect – which will change the status of the unit to 'HOME' on detecting activity from such sensors.

#### Speak Start / End

Defines when the unit will speak announcements or be silent outside of these times.



# VBed 1 and 2

#### VBed 1 and 2

Allows the user to specify between what times the bed/chair sensor is monitoring.

The absence slot allows you to specify in minutes and seconds how long of a delay (if any) you wish to provide the service user before an alarm call is raised to the monitoring centre.

#### **Repeat on activity**

quip ID	Alarm No.s A	larm Sequer	ices   User O	ptions Qu	ick Codes	Pre/S	uffix	Date/time	Dial Options	Periodic Call	Radio Trigg
irtual	VPES VBed	1 VBed 2	Ringing	Mains Fail	Standar	d Trigg	ers	H/W Input	Temperature	Reminders	Manual En
Progra	im					Enquir	e				
	Enable virtual l	bed/chair ser	nsor 1				E 6	nable virtual l	bed/chair sensor	1	
	Start HHMM	End HHMM	/ Absenc	e MMSS			Sta	art HHMM	End HHMM	Absence MN	ISS
	Restart on a	tivity	Auto light co	ntrol period				Restart on ac	tivity Au	to light control	period
	Repeat alarm	1	Off	and or period	•			Repeat alarm		to light control	penou
			L								_
	Times - all HHMM	/ (8888 or bla	ank = disable)								
		Weekday		Weekend					Weekday	We	ekend
	Not in by :		Not in by:					Not in by :		Not in by :	_
	Not out by :		Not out by :					Not out by :	N	ot out by :	
L 1'						'					

If for example you had provided a 30-minute

absence time before an alarm is raised to the monitoring centre, the "clock" will keep being knocked back if movement is detected providing the resident an additional 30 minutes.

#### **Repeat alarm**

The alarm call to the monitoring centre will be repeated - works in conjunction with "Repeat on activity".

#### **Auto Light**

If used with compatible hardware, a lamp can be turned on when a resident mobilises from their bed or chair to allow better visibility.

ing Lifel

#### Not in by

Allows the programmer to specify if the resident in not in their bed/chair by a certain time.

#### Not out by

Allows the programmer to specify if the resident is not out of their bed/chair by a certain time.

# Ringing

#### Ringing

This screen allows changes the ringing settings of the home unit. This includes the initial ringing volume and the frequency of volume increases.

If selected, the Lifeline will auto detect an incoming phone call on the Lifeline, this can be programmed to get progressively louder the longer the phone call goes unanswered.

#### **Ring Cadences before level change**

 Options
 Equipment

 Equip ID
 Aarm Nos

 Alarm Nos
 Alarm Sequences

 Uitud
 VES

 VBed I
 VBed I

 Program

 Additive ring enabled
 Ringing level
 Start :
 End :
 Ring cadences before level change :
 Ring cadences before level change :

 Configure response to an incoming call

 Program
 Configure response to an incoming call
 Program
 Enquire
 Enquire
 Ring cadences before level to an incoming call

This is the number of rings before the audible volume increases.

# Mains fail

#### **Mains Fail random timeout**

When a mains fail event occurs there is a random timeout period of up to 1 hour that is applied in conjunction with the Mains Fail Timeout. This is designed to avoid large numbers of home units simultaneously dialling the monitoring centre when a power cut affects a densely populated area.

#### **Mains Restore random timeout**



Similarly, when a mains fail event has its power

restored there is a random timeout period of up to 1 hour that is applied. This is designed to avoid large numbers of home units simultaneously dialling the monitoring centre.

#### **Power Down Configuration**

Refers to the "Aux" port on the rear of the Lifeline and if ticked it will kill power to the port on mains fail to preserve its key functions operating on battery for as long as possible, if unticked it will retain power to port thus reducing the battery life.

#### Min time between battery low events

Here you can specify the call frequency between battery low event calls to the monitoring centre.

#### Hold off before first battery low event

This is the hold off, in days, after a reset, before System Battery Low event alarms will be raised

#### Mains fail call frequency

This adjustable time period sets how long it will be before a mains fail event is reported to the monitoring centre.

#### Packing shutdown time

The packing shutdown time is the time after mains and telephone line disconnection before the unit switches off battery power.



# Standard triggers

Different types of alarm can use different alarm sequences. You can use the Trigger drop down to work through each alarm type and specify the alarm sequence used. The default for each alarm type is always sequence 1.

Pre-alarm delay. You can also specify a prealarm delay for each trigger type. This delay determines how long the Lifeline waits before making an alarm call after receiving a trigger. E.g. For an Integral button alarm you might want a pre-alarm delay of 10 seconds or more.

quip ID	Alarm No.s	Alarm Sequences	User Options	Quick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Trigg
Virtual	VPES VB	ed 1 VBed 2 I	Ringing Mains	Fail Standar	d Triggers	H/W Input	Temperature	Reminders	Manual Ent
Progra	m				Enquire				
									_
	Ingger:		Lode:	œ	Ing	ger:		▼ Lode:	
	Alarm Seq	uence No. : 1	Priority :			Alarm Sequ	ience No. : 1	Priority	0
	Pre-alarm o	ielay (sec) : 0	0 (lowes	2) -		Pre-alarm delay	(seconds): 0		_
	X10 Unit : 1	<ul> <li>×10 Actio</li> </ul>	n: No action	~	×1	0 Unit :	×10 Actio	in :	
	🗌 Raise in Hom	e mode 📃 Visi	ble reassurance			Raise in Home	mode 📃 Vi	sible reassurance	
	Raise in Awa	y mode Au	dible reassurance			Raise in Away r	node 📃 Au	udible reassuranc	e
	Answer call	Mic	rophone enabled			Answer call Intruder	I M	crophone enable beaker enabled	d
	Inactivity	Be	oant in ADLife data.			Inactivity	□ •, □ B	eport in ADLife d	ata

If you select something like the "Cancel button" from the drop down "Trigger" the greyed out become active so you can select what that key will then do.

### H/W input

The H/W input specifies how the hardwired input device is interpreted, and what code it generates.

It enables hard wired equipment to be configured as disabled or enabled as a normally open or normally closed. To do this use the drop-down list and choose the appropriate mode:

- Disabled
- Normally Open
- Normally Closed

Specify how the hardweed input device is interpreted, and what code & generates

 Specify how the hardweed input device is interpreted, and what code & generates

 Specify how the hardweed input device is interpreted, and what code & generates

 Specify how the hardweed input device is interpreted, and what code & generates

 Specify how the hardweed input device is interpreted, and what code & generates

Use the TT21 drop down list for the connect device to choose the correct name of the device connected to the hardwired input and the TT21 Call Code will automatically be populated.

Use the TT21 location code drop down list to select the correct location code for the hardwired input.

#### Zone

If the hardwired input is part of the intruder system, then you can set it as either zone 1 or zone 2.

A latch setting of zero means normally unlatched operation. If set to 1, the associated event will be regenerated if the input is still asserted after 30 secs, 2 = 60 secs, 3 = 90 secs etc. Latch means "Keep going every xx".

### Temperature

Some models of Lifeline's have integral ambient temperature settings, here you can specify the high and low temperatures before an alarm call is raised to the monitoring centre.

#### **Night-time suppression**

Allows you to disable the monitoring during the night. The default night-time is from 22:00 to 7:00.

#### **Enable temperature monitoring**

Turns temperature monitoring ON and OFF.

#### **Threshold temperature**

This is the high and low values that will trigger an alarm from the unit. They define the "safe band" for that service user.

#### Hysteresis temperature

Once an alarm has been raised, the temperature must return within the safe bands by this many degrees before another alarm will be raised.

#### Window time

This is where the ambient temperature must fall outside the safe bands for this many minutes before an alarm call is raised.

#### **Event suppression**

Once an alarm has been raised, the unit will not generate another alarm for this length of time.

#### **Reset settle time**

The time after power-up or reset before the unit will generate an alarm.

Equip ID	Alarm N	o.s Ala	m Sequences	User O	ptions Q	Quick Codes	Pre/Suffix	Date/time	Dial Options	Periodic Call	Radio Trigge
Virtual	VPES	VBed 1	VBed 2	Ringing	Mains Fa	ail Standa	rd Triggers	H/W Input	Temperature	Reminders	Manual Entr
Program	m						Enquire				
	🛄 Ena	ble tempe ht time su	rature monito ppression	ering		?		Enable tem	perature monito suppression	oring	
				Low	Hig	h				Low	High
		Threshold	temperature (°C	):				Thresho	old temperature (*C	):	
		Hysteresis	temperature (*0	j:				Hystere:	sis temperature ("C	):	
		Windo	ow time (minute:	s) :				Wir	ndow time (minutes	:) :	
	Eve	ent suppres	sion time (x2 hr	s) :				Event suppr	ession time (x2 hrs	:):	
	Re	set settle ti	ime (x10 mins	):				Reset settle	e time (x10 mins	):	



### Reminders

Reminders enable the Lifeline to play a prerecorded message (up to 60 seconds of playback e.g. 6 x 10 seconds, 3 x 20 second message).

#### Period

This is the number of days between each reminder e.g. to test the personal trigger.

#### Randomise

Allows you specify a random number of days that will be added to the period. This is to stop a large number of test calls being received at the monitoring centre.

#### Start time/ End Time

Allows the message only to be played during hours of your choosing.

#### Acknowledge time

This is the time period that the user must press their pendant or alarm key after hearing the initial test reminder message. If the user doesn't press their pendant/alarm button the Lifeline will repeat the reminder message the next day.

# Manual entry

Manual Entry is used to read and write program settings manually into the unit where there is not a tab available to do so.

This is an advanced function that is only to be used by engineers or when advised by Tunstall.

Program	nning Lifeline \ vinnent	/i+ : Unknown ID							
Equip ID Virtual	Alarm No.s VPES VBer	Alarm Sequences	User Options Ringing Main:	Quick Codes Fail Standa	Pre/Suffi ard Triggers	Cate/time	Dial Options Temperature	Periodic Call Reminders	Radio Triggers Manual Entry
Program	Parameter No.	Paramatar G	ntentr		Enquire	aramater No.	Parameter Co	nhanhr	
□ 1.					<b>I</b> 1.			inconco	
□ 2.					□ 2.				
□ 3.					ΞЗ.				
□ 4.					<b>□</b> 4.				
					-0				Constant

ers Manual Entry
(0 = 10 mins)

# Saving programme settings

In many monitoring centres a regular task is to program new or recycled home communication units. This usually means entering the monitoring centre telephone number, setting the time, setting the user options. Often, these settings will be the same for all units.

To create a settings template:

• Select the model you wish to create a setting for from the Equipment menu e.g. Lifeline 4000.

Enquire		H/W Input			Manual Entry		
Program	arm Sequences	Standard T	riggers	User Options	Dial Method	Awa	
Enquire current screen ONLY Program current screen ONLY Save settings		Enqui	re				
Restore settings	Save C	urrent Settings		on Banks			
Clear all settings Load last-used settings Exit		Name : Comment :	LL4000 for A Lifeline 400 Increases th reassuranc	AHA 10 for Anyshires ho he pre-alarm delaj e.	ousing association. y to 8s, removes		
		📃 Us	e as default f	or this equipment	t		
				Save	Cancel		

- Work through the various tabs setting only those parameters and features that will be the same on every home unit (i.e. not the equipment ID).
- Select Save Settings from the Options menu and you will be presented with the 'Save Current Settings' window displayed.
- If you select the Use as default for this equipment checkbox, then your saved settings will automatically load whenever a Lifeline 4000 is being programmed. You can have one default set for each type of dispersed unit you program.

# Finalising programming

Once you have completed any programming within PNC, we recommend that a test call is performed as soon as possible to ensure all programming has been completed correctly.



## Notes


## PNC Remote Programming Guide

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 contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications and data sheets.

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

**t**: 01977 661234

e: enquiries@tunstall.com

**w**: tunstall.co.uk

