Lifeline 400

installation and user guide
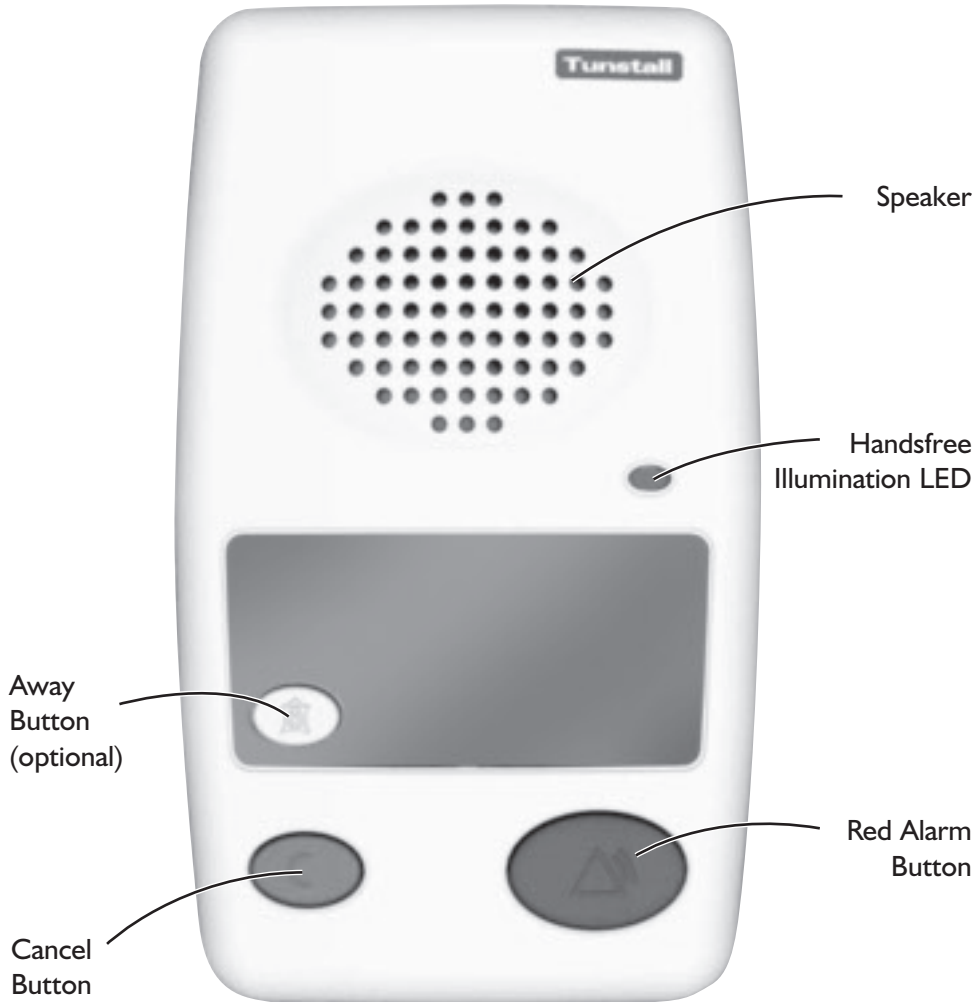
All the reassurance you need **Tunstall**
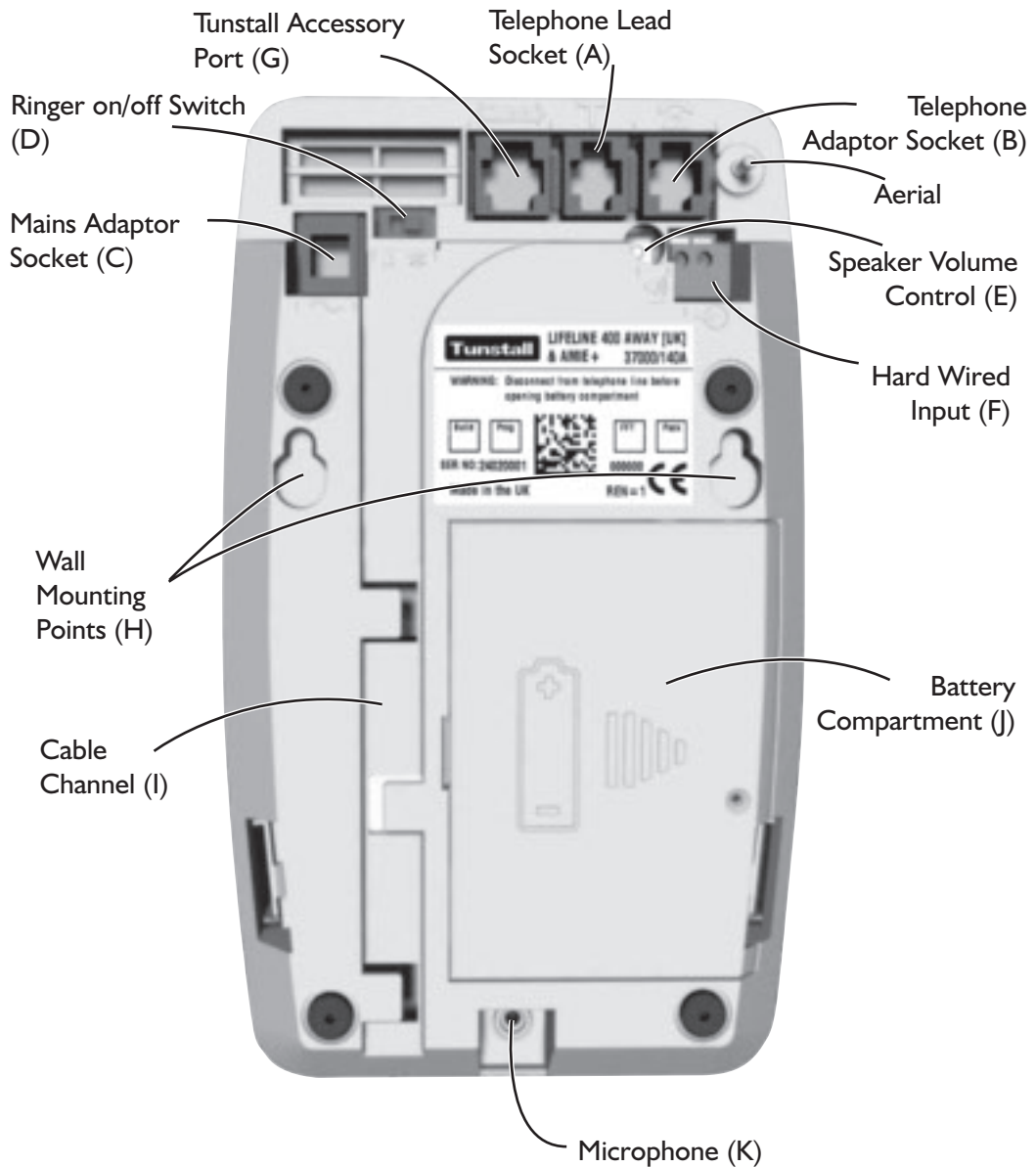
Contents

Your Lifeline 400

Speaker

Handsfree
Illumination LED

Away
Button
(optional)

Cancel
Button

Red Alarm
Button

Your Lifeline 400

Tunstall Accessory
Port (G)

Telephone Lead
Socket (A)

Ringer on/off Switch
(D)

Telephone
Adaptor Socket (B)

Aerial

Mains Adaptor
Socket (C)

Speaker Volume
Control (E)

Hard Wired
Input (F)

Tunstall LIFELINE 400 AWAY [UK]
& AMIE + 37000/140A

WARNING: Disconnect from telephone line before
opening battery compartment

SER NO:240350001

made in the UK   REN = 1 CE

Wall
Mounting
Points (H)

Battery
Compartment (J)

Cable
Channel (I)

Microphone (K)

What's in the box

Lifeline 400

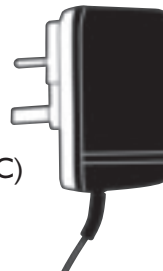Personal Triggers
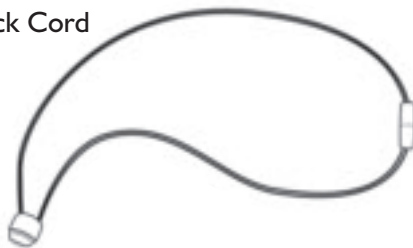
Amie+   OR   Gem+

Mains Adaptor (C)

Telephone Adaptor (B)

Neck Cord

Belt Clip
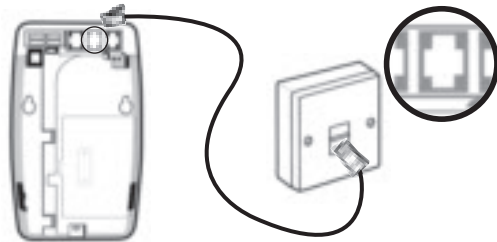(Amie+ only)

Telephone
Lead (A)

Setting Up The

STEP 1

• Plug the telephone lead (A)
  into the Lifeline 400 (Socket A) and
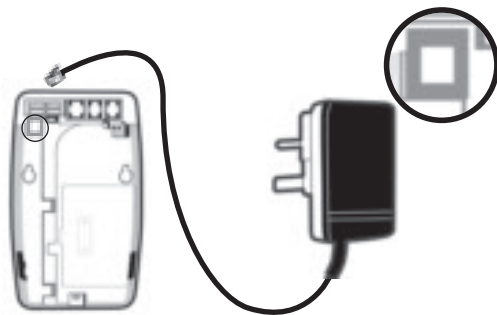 the main telephone wall socket.

STEP 2

• Plug the telephone adaptor (B)
  into the Lifeline 400 (Socket B)
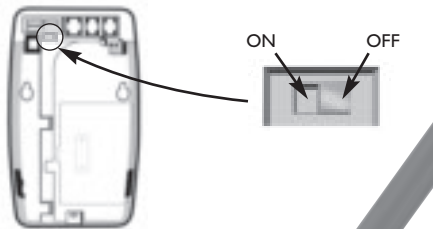 and then connect the
  telephone to the adaptor.

STEP 3

• Plug the mains adaptor (C) into the
  Lifeline 400 (Socket C) and then
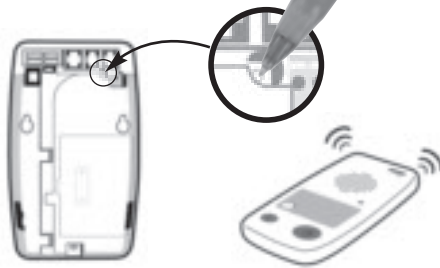 connect to mains power.

Lifeline 400

STEP 4

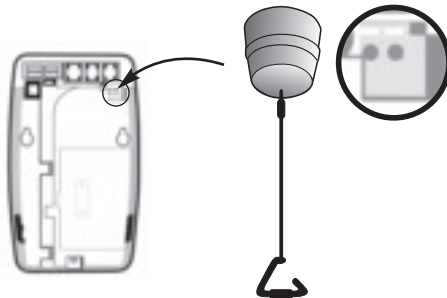• Adjust the ringer switch (D) to the on or off position.

ON   OFF

STEP 5

• Adjust speaker volume control (E) by depressing with a pen/pencil.

STEP 6

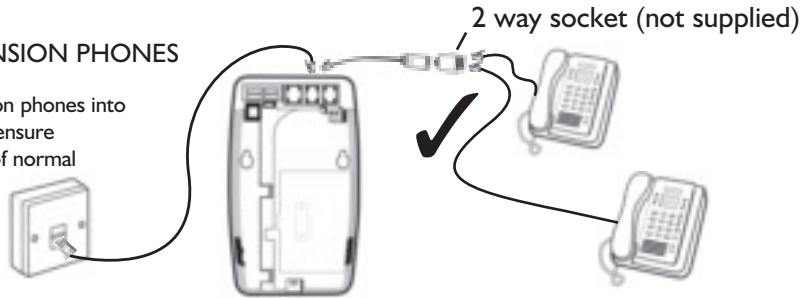• Connect hard wired peripheral to input (F) (if required).

STEP 7

• Make test calls using the alarm button on the Lifeline 400 and each radio/hardwired peripheral.

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Installation Advice

USING EXTENSION PHONES

2 way socket (not supplied)

- Plug all extension phones into Lifeline 400 to ensure disconnection of normal telephone calls when an alarm call is made.

USING CORDLESS PHONES

- Ensure that the base/charger, which is registered to all handsets in use, is connected to the Lifeline 400, via the telephone adaptor (B).
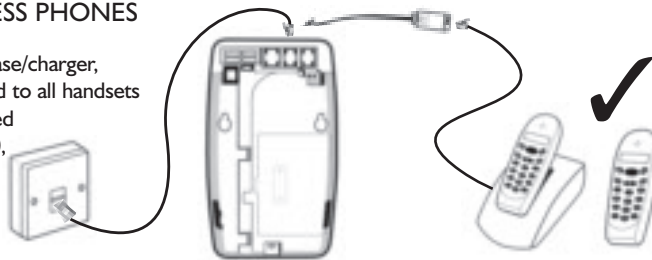
USING SMART BOXES/MODEMS

- Always plug the Lifeline 400 directly to the main telephone socket. Equipment such as modems/smart boxes should be connected via the Lifeline 400.

Smart box/modem
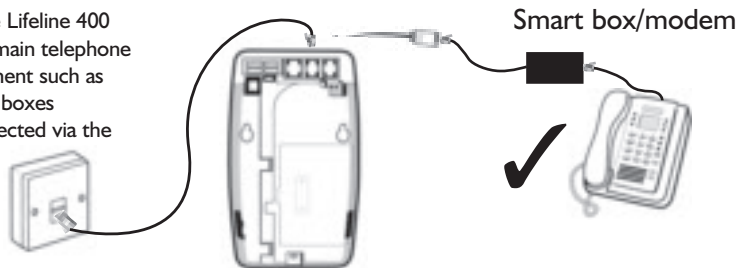
MAXIMISING AERIAL RANGE

◄—25 - 50 metres typical range—►

- To maximise aerial range, ensure that it is positioned behind the back of the Lifeline 400.

PERIPHERALS AND SENSORS

- The Lifeline 400 can be used with an extensive range of peripherals and sensors to provide a comprehensive monitoring solution, tailored to the needs of each individual user.

Fall Detector   Smoke Detector

Intruder/Inactivity Sensor

GEM-Special needs
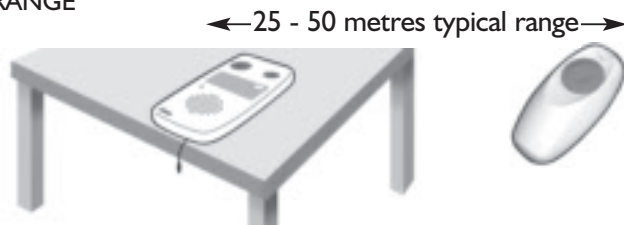Personal Radio Trigger

CO Detector

Pull Cord   Flood Detector   Pressure Mat

PROGRAMMING A PLUG AND PLAY RADIO PERIPHERAL

STEP 1
- Press the green cancel key for 5 seconds, the Lifeline 400 will bleep once. Release the cancel key, the Lifeline 400 bleeps twice.

STEP 2
- Press the green cancel key again for a further 3 seconds, the Lifeline 400 bleeps once. Release the cancel key, the Lifeline 400 bleeps twice.

STEP 3
- Activate the peripheral - Lifeline 400 will bleep to confirm acceptance.

STEP 4
- Press and release the green cancel key. The Lifeline 400 will bleep.

STEP 5
- Make a test call using the programmed peripheral.

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Making an Alarm Call

STEP 1

- To raise an alarm call press the radio trigger or the alarm button on the Lifeline 400.
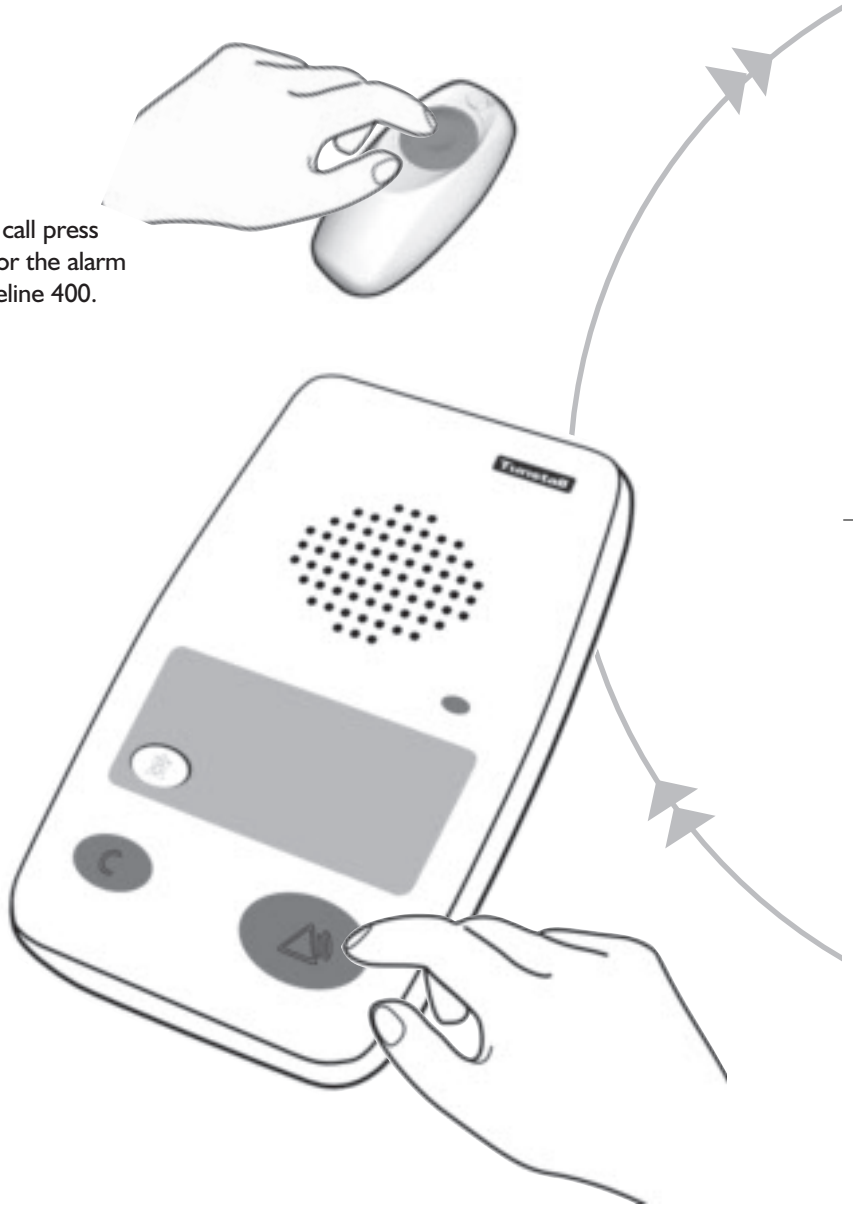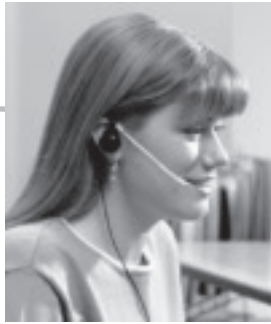
STEP 2

- The user talks to the control centre operator 'handsfree' using the powerful speaker and microphone of the Lifeline 400.

ROUND THE CLOCK CARE
24 HOURS A DAY

STEP 3

- The control centre operator summons the appropriate help from a carer, warden or the emergency services.

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Cancelling an Alarm Call

LIFELINE 400

• To cancel an alarm call made
  from the Lifeline 400, wait 5
  seconds and press the green
  cancel key. This in-built delay
  prevents false cancellation of
  an alarm call.

RADIO TRIGGER

• To cancel an alarm call made from the radio trigger,
  press the green cancel key.
  An alarm call from a radio trigger can be cancelled
  straight away by pressing the green cancel key.
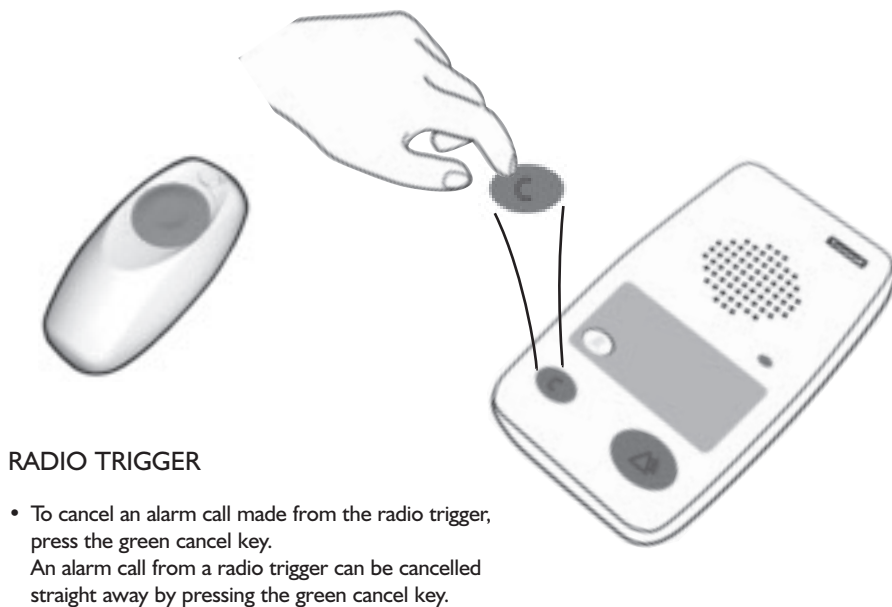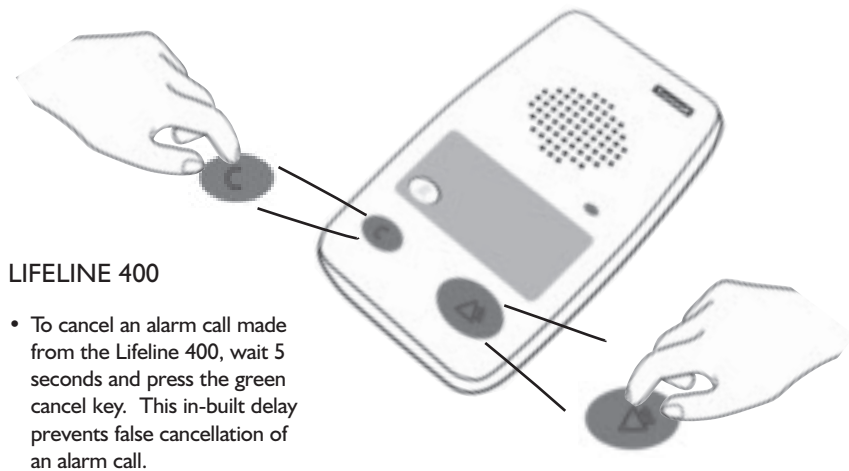
The Amie+ Personal Radio Trigger

Neck Cord

Water Resistant ✓

Typical Range 25-50m ✓

Auto Battery Low ✓

- The trigger will automatically raise a notification call to the control centre when its battery is low.

Visual Call Indicator

Belt Clip

Wrist Strap (optional)

The Gem+ Personal Radio Trigger

Water Resistant ✓

Typical Range 25-50m ✓

Auto Battery Low ✓

- The trigger will automatically raise a notification call to the control centre when its battery is low.

Visual Call Indicator

Wrist Strap (optional)

TELEPHONE LINE MONITORING

- If the telephone line is faulty or becomes disconnected, Lifeline 400 will sound a warning bleep after 1 minute which will be repeated every second until the telephone line becomes available again.
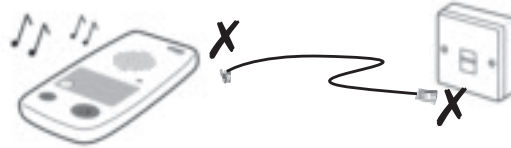
- To silence the bleep, re-connect the telephone line. If the telephone line is connected and the unit continues to bleep, press the green 'cancel' key – if the bleep continues you should then notify your telephone line supplier (e.g. British Telecom).
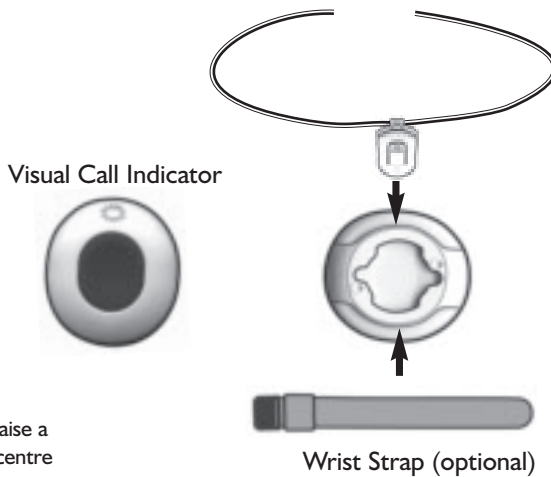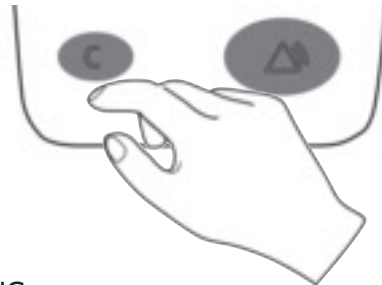
POWER FAILURE MONITORING

- If there is a power failure, the Lifeline 400 will continue to work but its alarm button will flash repeatedly. It will also bleep rapidly 10 times.

  If the failure lasts more than 1 hour, the unit will automatically dial the control centre.

  This will be repeated every 4 hours until power is restored.

ANSWERING CALLS REMOTELY

- The personal radio trigger can be used to answer calls remotely by pressing its button while the Lifeline 400, or a connected telephone is ringing.

To end the call, press the radio trigger again.

AWAY BUTTON

If your Lifeline 400 has an 'AWAY' button, you can use this to do the following:

'AWAY' Button

- • Activate/de-activate Inactivity Monitoring.

- - Press once to de-activate inactivity monitoring
    (the 'AWAY' button will be illuminated).

- - Press again to activate inactivity monitoring
    (the 'AWAY' button will not be illuminated).

Intruder Monitoring

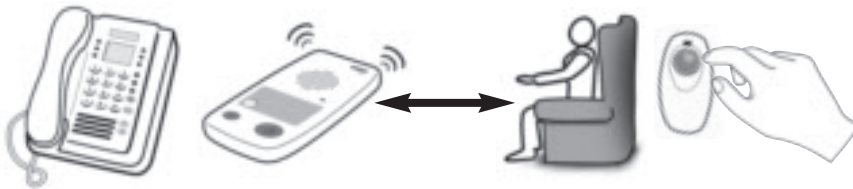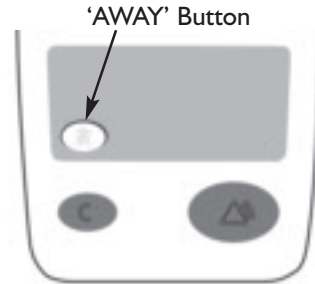Your Lifeline 400 can be used to provide a very effective, simple to use intruder alarm facility, which will alert a monitoring centre or personal recipient on detection of an intruder, while also providing audible verification of the intrusion.

ARMING THE INTRUDER FUNCTION

When activated, you should arm the intruder function when leaving your dwelling either by pressing the 'AWAY' button on your Lifeline 400 (note-some models do not have an 'AWAY' button) or by pressing the blue button on the arm/disarm trigger (optional).

When the intruder function has been armed, the 'AWAY' button will be illuminated and your Lifeline 400 will sound its entry/exit tones.

On hearing the entry/exit tones you should now leave your dwelling and lock the door behind you.

DISARMING THE INTRUDER FUNCTION

When you walk back in to your dwelling, the Lifeline 400 will sound its entry/exit tones again and this time you should disarm the intruder function in order to prevent an alarm from being raised.

You can do this in one of the following three ways depending on how your Lifeline 400 has been set up:-

- • Lift the handset of your connected telephone and type in the 4 digit PIN
  number that was given to you when the Lifeline 400 was installed.
- • Press the 'AWAY' button and then press your personal trigger straight away.
- • Press the blue button on your arm/disarm trigger.

When the intruder function has been disarmed, the entry/exit tones will stop and the 'AWAY' button will no longer be illuminated.

ZONING

If you live in a house with your bedroom upstairs, it is possible to protect the downstairs area at night while still being able to move around upstairs without raising an alarm.

You can do this in the following two ways:-

• 'AWAY' button versions only- Before going upstairs to bed, press and hold down the 'AWAY' button on your Lifeline 400. Whilst the 'AWAY' button is still held down, press and release the cancel key. Finally, release the 'AWAY' button. This has now armed the downstairs intruder alarm function.

  On doing this, the 'AWAY' button will be illuminated and your Lifeline 400 will sound its entry/exit tones. When you hear these tones, you should make your way upstairs before they stop.

• Optional 'zoning' trigger- if you have been provided with a wall mounted 'zoning' trigger (with a blue button) at the top of the stairs, before going to bed, press the blue button. This has now armed the downstairs intruder alarm function.

Having armed the 'zoned' intruder function, it is important to disarm the function straight away when you go back downstairs either at night or in the morning, by using your chosen disarm method as this will prevent false intruder alarms from being generated.

INTRUDER FUNCTIONALITY AND INACTIVITY MONITORING

If your Lifeline 400 has been set up to monitor for inactivity as well as intruders, inactivity monitoring will automatically be suspended the moment intruder monitoring is armed. When intruder is monitoring is disarmed, inactivity monitoring will automatically be restored.

PANIC BUTTONS

If you have been supplied with optional wall mounted panic buttons (perhaps by your bed) you can use these to manually raise intruder alarm calls if you feel unsafe.

BOGUS CALLERS

If you have been provided with an optional bogus caller button mounted next to your front door, you can use this to summon help if you feel threatened by anyone trying to persuade you to let them in against your will.

DEALING WITH FALSE ALARMS

If you generate a false intruder alarm call, please do not worry as your monitoring centre is always happy to hear from you.

Help and Advice

IF YOUR LIFELINE 400 DOES NOT WORK:-

!

- Ensure that the telephone lead is plugged into the main telephone socket. - See step 1 - page 6.

- Ensure that the mains adaptor is plugged in. - See step 3 - page 6

- Ensure that the power supply is switched on (the alarm button should be lit). - See step 3 - page 6.

MOISTURE

- Don't position your Lifeline 400 where it may come into contact with water or moisture.

- The personal radio trigger is water-proof but is not designed for complete immersion over extended periods of time. For example, it should not be worn in the bath.

CLEANING

- Dust with a soft cloth which can be moistened with a gentle detergent if required.

PERSONAL RECIPIENTS

- Lifeline 400 can be used to make an alarm call to the personal recipient (e.g. a relative) before calling a monitoring centre. Please contact your monitoring centre to enable this facility.

Notices

DISPERSED ALARM

Approval: This product is marked with a CE mark and constitutes a Class 1.2 device.
The whole dispersed system has been designed to comply with EN50134 series of European Norm standards specific to Social Alarms.
The product exceeds the requirement for Electromagnetic Compatibility (EMC) standard BS EN 50130 part 4; which sets criteria for EMC Immunity for components of fire, intruder and social alarm systems.
Intended Use: The product is intended to be connected either to an analogue single PSTN line or a compatible PABX as an extension instrument. It cannot be guaranteed that the apparatus will operate under all conditions of connection to compatible PABX's.
The supported features are: Pulse / Tone Dialling, Incoming Call Indication, Automatic Call Initiation along with Multiple Repeat Attempts, Series Connection & Handsfree.
Ringer Equivalence Number (REN) = 1.0. The sum of all the RENs on one line should not exceed 4.
Safety: DO NOT attempt to open the Lifeline, authorised personnel only should open the unit.
The telephone line must be disconnected before the battery compartment lid is removed.
Only provide power from a 9Vrms, 1A Transformer, part number XD3606004 or XD3606003.
Battery Disposal Policy: The Lifeline and radio trigger batteries must be disposed of in an approved manner. In the event that the radio product indicates a 'battery low' condition, contact your supplier for details of disposal/product replacement.

RADIO

The radio triggers (and receiver) are in accordance with the specific European Social Alarm radio frequency band allocation (from 869.20 to 869.25MHz). They operate at 869.2125 MHz.
The radio transmitters comply with mandatory radio standards for Short Range Devices (SRD) ETSI EN 300-220: The radio receiver also conforms and exceeds the mandatory class 1 criteria necessary for **"Highly reliable SRD…serving human life inherent systems."**

Receiver parameters (typically, in accordance with EN50134-3)

Conducted Sensitivity −111dBm	Field sensitivity 25dBuV/m
Spurious response rejection, out of band >75dB	Adjacent Channel Selectivity 70dB
Intermodulation response rejection 66dB at 3MHz offset	Blocking 87dB
Co- channel rejection −7dB	

Transmitter parameters

The transmitter follows a pre programmed cycle leading to a typical duty cycle class of 1 (<0.1%):	A class 2.7 device
Effective radiated power 100 micro Watts	Frequency error ± 3 kHz maximum
Adjacent channel power <100 nano Watts	
Effective range 25 to 50m (into standard alarm telephone)	Intended area for use is Europe
Intended environment is group II- indoor in general with intended operating temperature between −10 to +55 Celsius	Expected battery life 20000 operations over 5 years

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DECLARATION OF CONFORMITY

We, Tunstall Telecom of Whitley Lodge, Whitley Bridge, Yorkshire, England, DN14 0HR
declare that the Lifeline 400 dispersed alarms conform with the essential requirements of the RTTE directive 1999/5/EC.
Essential radio test suites have been carried out.
Model Numbers: 370ab/xy0   ab = territory variant, x = Away or non Away, y = radio transmitter type
Applicable standards:

EMC   EN 55022:1998, EN 55024:1998, EN 61000-3-2:1995, EN 61000-3-3:1995,
                 ETSI 300-683:1997 (class 1)
Safety   EN 60950:2000
Radio   ETSI EN 300 220-3:(2000-09)
Social Alarm EN50130-4:1995 + amendment A1:1998

Signed

Technical Director   Date 14 June 2002
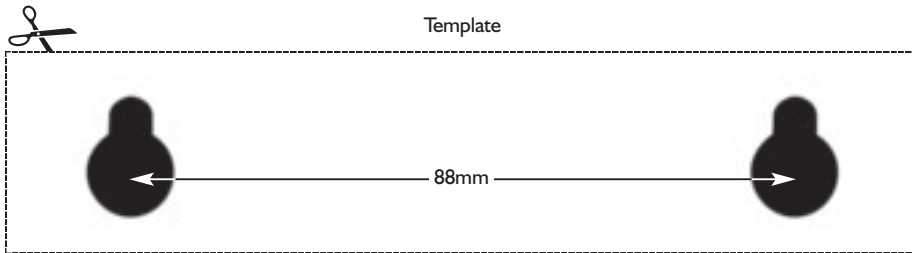Associated Summary Information (02RTTE008A)   The CE mark was first applied in June 2002
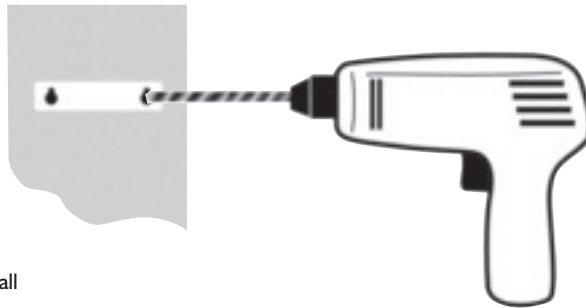
C E $(!)$

Wall Mounting

STEP 1

• Cut out template

Template

88mm

STEP 2

• Fix to wall and drill holes

STEP 3

• Attach screws to wall

STEP 5

• Place cables in cable channel for a neat appearance.
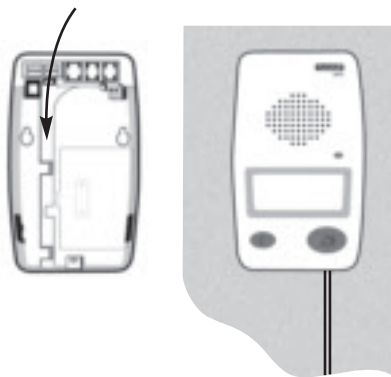
STEP 4

• Locate wall mounting points with screws

All the reassurance you need **Tunstall**

FM12477

www.tunstallgroup.com

Tunstall Telecom Limited, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR
Telephone: 01977 661234 Facsimile: 01977 662450 e-mail: sales@tunstall.co.uk