

How to Install Guide



Tunstall Lifeline Vi



telecarecardiff.co.uk



02920 537080



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This guide will contain all of the relevant information and guidance you need to successfully install and test your new Tunstall Lifeline Vi alarm.

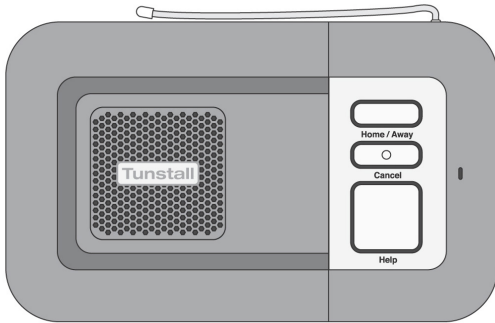
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If you require any further information or you encounter any difficulties during the self-connection process, then please contact us immediately on **02920 537080**

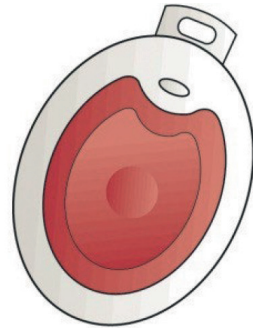


What's in the Box?

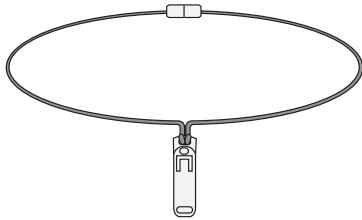
When you open the box for the first time, please ensure that you have the following:



Lifeline Alarm Unit



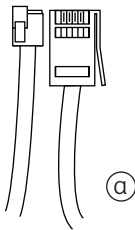
MyAmie Pendant



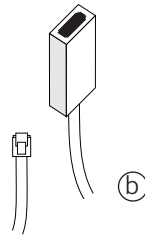
Pendant Neck Cord



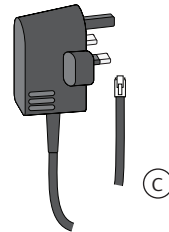
Pendant Wrist Strap



Telephone Lead



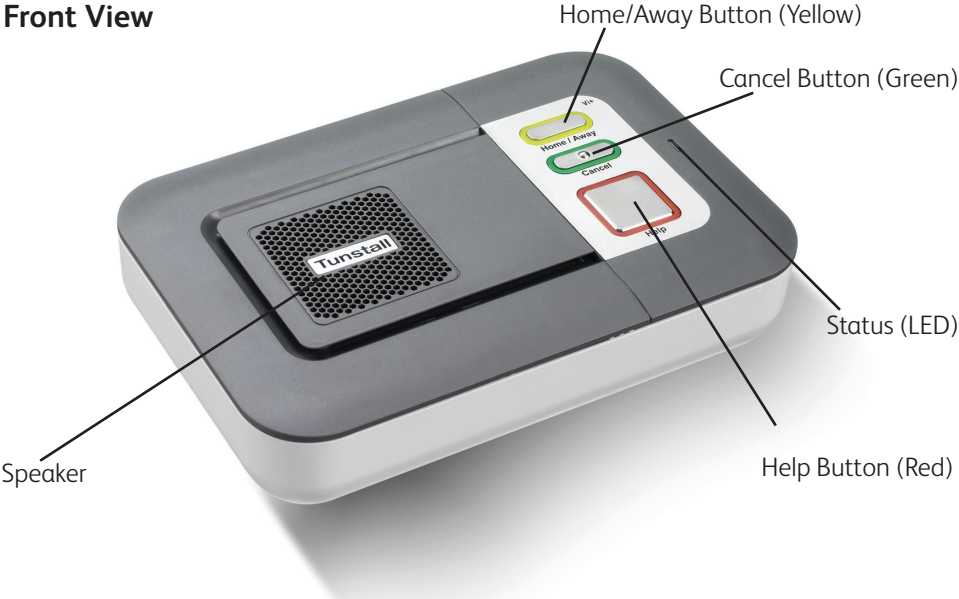
Telephone Adaptor



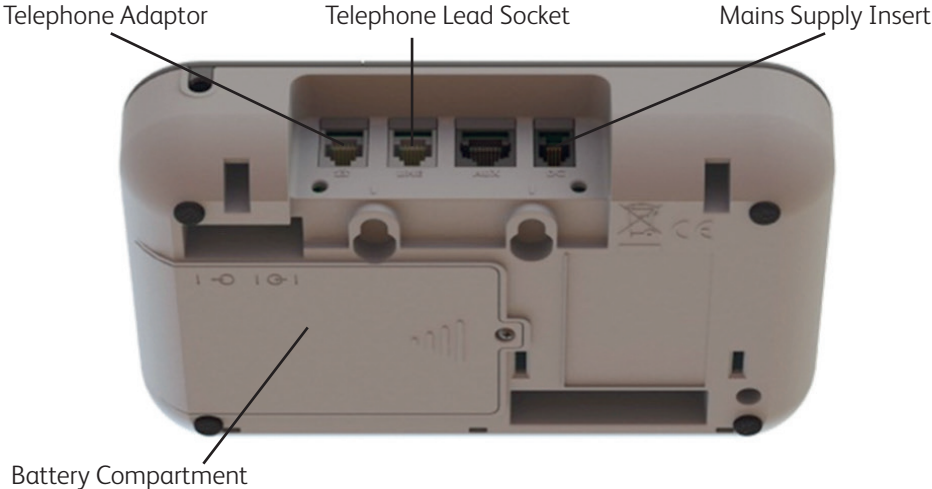
Mains Adaptor

Your Home Unit

Front View



Rear and Side View



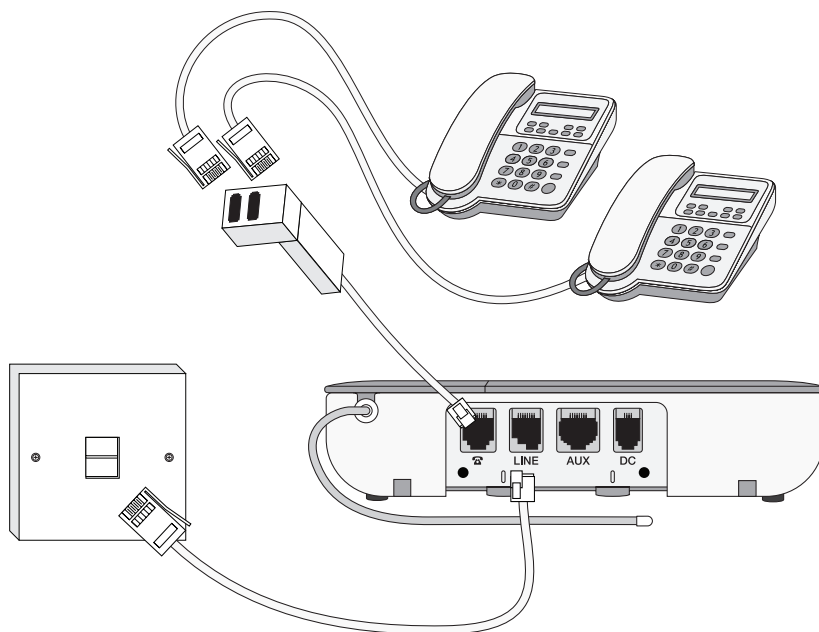
Safety Advice

IMPORTANT: Connect the home unit to the first telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook (see below for more detailed instructions).

All equipment requiring a link to the telephone line **MUST** be connected as follows:

Extension phones/smart boxes/modems/TV set top boxes

All telephones in the home **MUST** be plugged directly into the home unit using telephone adaptor and the home unit socket to enable the home unit to disconnect extension telephones when raising an alarm call. A multiple telephone adaptor may be required to connect more than one telephone (not supplied).



Cordless phones

Ensure that the main base/charger which is registered to all other handsets in use is connected directly to the home unit as above.

Safe Socket™

Alternatively a Safe Socket can be installed on all extensions used by other equipment, except the Lifeline, to ensure that alarm calls are raised even when the line is being used by another extension. Contact Telecare Cardiff on **02920 537080** to enquire about the purchase of a Safe Socket.

Broadband

Please ensure a high quality ADSL filter is in use and the home unit is connected to the phone (analogue) socket on the filter. Please contact your supplier for further advice if necessary.

Do:

- Keep the home unit connected to the mains power at all times.
- Connect the home unit to the first telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook.
- Contact your supplier as soon as possible after the LED on the personal radio trigger indicates a low battery.

Don't:

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.
- Place the home unit next to something that makes lots of noise, such as next to a television, radio or washing machine.
- Place the home unit close to a heat source, such as a cooker or microwave.

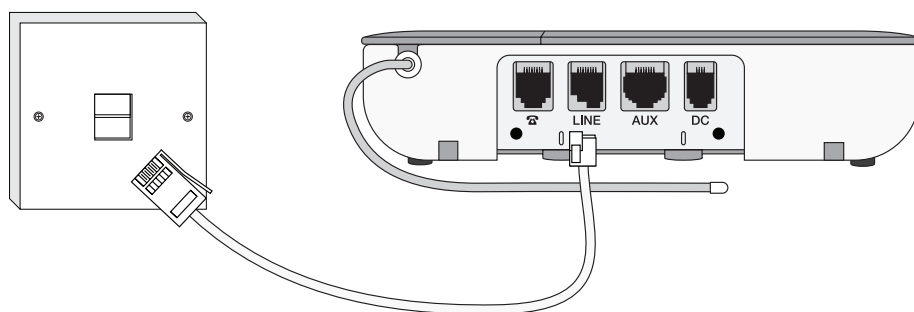


Quick Start Guide

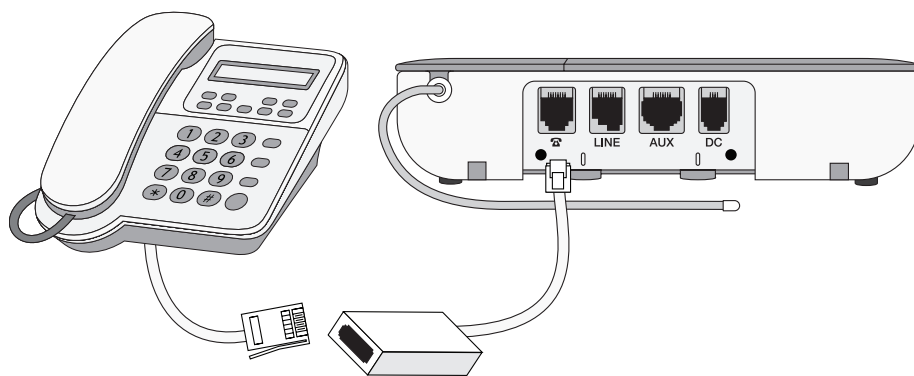
Step 1 – Connecting the leads and adaptors

Please follow the steps below to plug the leads correctly into the home unit.

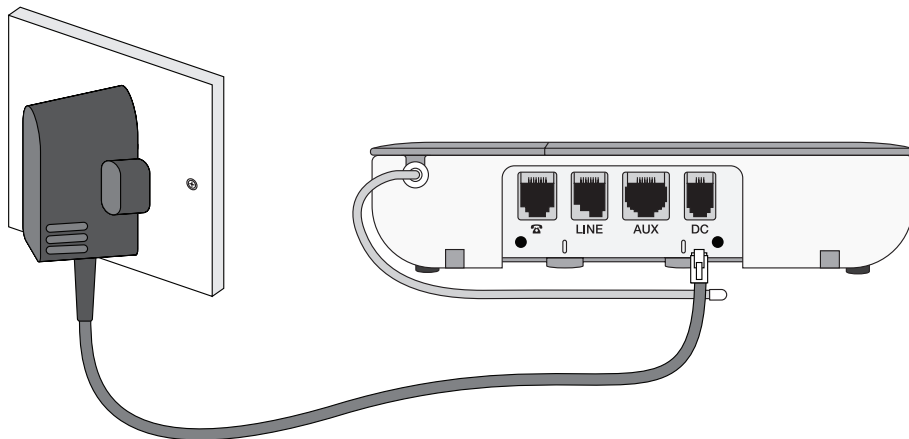
Step 1.1 – Plug the telephone lead (a) into the home unit socket labelled LINE and the telephone wall socket.



Step 1.2 – Plug the telephone adaptor (b) into the home unit socket and then plug all required telephones / equipment into the telephone adaptor (b) using a multi socket extension if required (not supplied). See page 6 for more details on modems, extension phones, smart boxes and TV set top boxes.



Step 1.3 – Plug the mains adaptor ③ into the home unit socket labelled DC and then connect to the mains power. Note – ensure the mains power is switched on.



Step 2 – Testing/Commissioning

Ensure the home unit is programmed to the correct telephone numbers then press the red alarm button on the home unit and ensure it raises a call through to the monitoring centre/personal recipient. Also remember to test the pendant by pressing its red button and ensuring a call is raised. The pendant test should be done at various points around the property to ensure the radio range provides sufficient coverage for the user to raise an alarm call using their personal radio trigger.

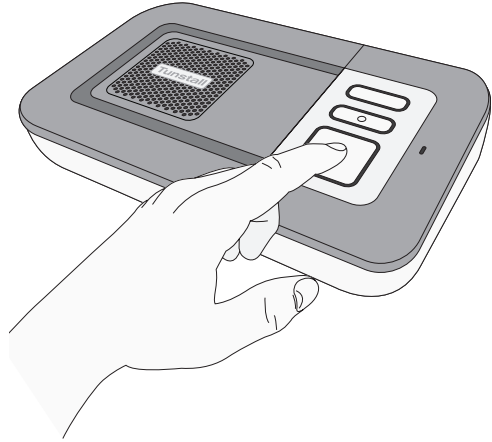
Step 3 – Ready to use

Once successfully tested, the home unit is ready for use

Using the Home Unit

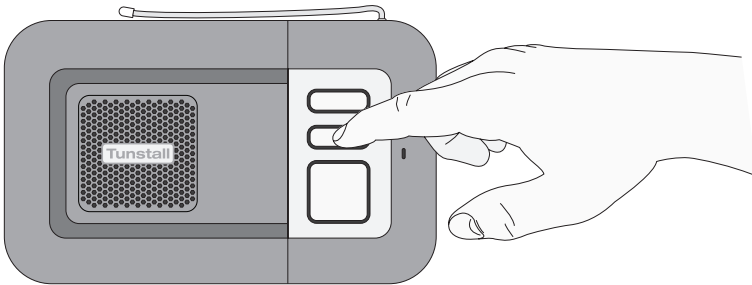
Making an alarm call

Press the red button on the personal radio trigger or the red alarm button on the home unit. The home unit will announce 'Do not worry your alarm telephone is dialling for 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 alarm button is pressed) and press the green cancel button. This in-built delay prevents false cancellation of an alarm call. Alarm calls made from a personal radio trigger can be cancelled immediately by pressing the green cancel button.

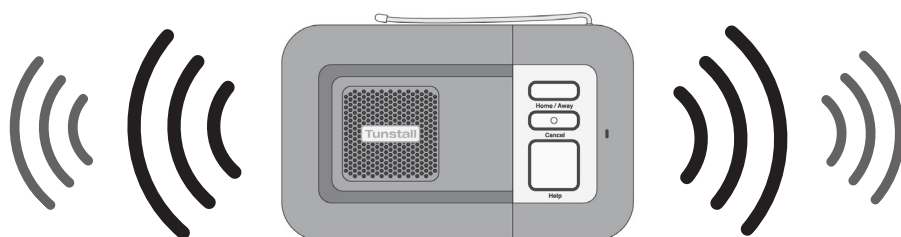


Status Warnings

Telephone line monitoring

If the telephone line is faulty or becomes disconnected, the home unit will announce '*WARNING – the telephone line is disconnected*' after 1 minute and the green LED flashes. This warning will be repeated every 30 seconds until the telephone line becomes available again.

To silence the warning, reconnect the telephone line. If the telephone line is connected and the warning continues, press the green cancel button. If the warning continues you should contact your telephone line supplier (e.g. BT) as the telephone line may be faulty.



Power failure monitoring

If a power failure occurs, the home unit will continue to work using its back-up battery, however, as a warning the red LED will flash once every 4 seconds (see section – what the lights on the unit indicates). The unit will also announce '*WARNING – there is no mains power*'. This warning is repeated every 5 minutes. To silence the warning reconnect the power lead.

If the power failure lasts for more than 1 hour, during the next hour the unit will automatically call the monitoring centre. A call will be raised every 4 hours to the monitoring centre until the power is restored. The battery provides 40 hours back-up.

Useful Information

We understand that you may encounter difficulties when installing your Lifeline Vi alarm. If you require any support during installation, then please call one of our highly trained officers on **02920 537080** any time day or night.

If we are unable to resolve the connection issue over the telephone, then we promise to attend your property within 72 hours to fully install your alarm accordingly.

Visit our YouTube channel ****Telecare Cardiff**** and select the video entitled *'Connecting your Lifeline Vi alarm'* in order to see how to successfully complete the installation process.

Please find our contact information below for any correspondence or if you require more information regarding our other products and services.

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