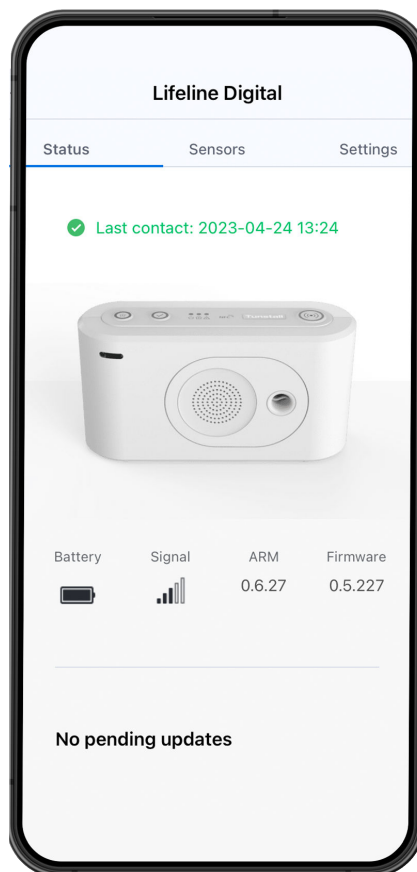


# Tunstall+ App iOS

User manual

Works with Lifeline Digital



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# 1. Introduction

The Tunstall+ app simplifies the installation and setup of Tunstall products, providing a method to easily configure and control your connected Tunstall devices and associated sensors.

The devices must be registered in DMP to be available in the Tunstall+ app. Tunstall+ uses the same login details as the DMP platform.

Tunstall+ is available for:

- iOS (15 and later)
- Android (7.0 and later)

Tunstall+ works with:

- Lifeline Digital
- Lifeline Smart Hub (Android only)
- Careline (Android only)

To set up Careline refer to the section for Lifeline Digital. However, some screens and settings will differ from this document.

It is assumed that Tunstall+ users are familiar with telecare alarm devices and have received appropriate training for the relevant systems and products, including Lifeline Digital, Lifeline Smart Hub, or Careline.

## 1.1. Version

This document reflects Tunstall+ version 1.1 for iOS.

## 1.2. Jailbroken devices

If you use a mobile device that has been Jailbroken, you will not be able to use the Tunstall+ app. To gain access to Tunstall+ on your jailbroken device, it must be reset to factory settings.

## 1.3. App permissions

Tunstall recommends that the Tunstall+ app is allowed permission to use:

- the mobile device's camera

The camera is required for scanning QR codes on devices and peripherals. The app will typically request permission to use the camera on first use.


These features are used to simplify searching and selecting devices. If you do not want to use these features, it is possible to enter all the required information manually in the app.

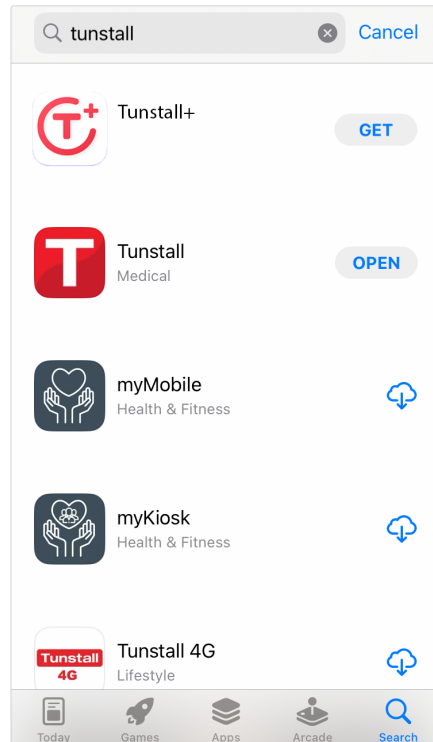
Refer to the user manual of your specific mobile device for instructions on how to enable or disable these features.

## 2. Getting Started


### 2.1. Download and install the app

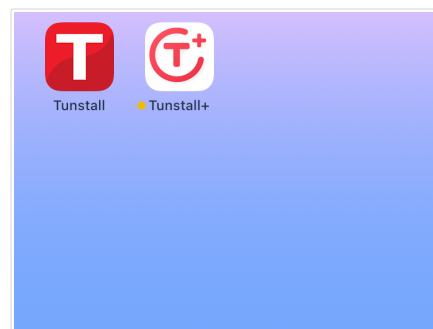
You require an Apple-ID and a passcode to download and install the app. Contact your system administrator or IT department if you have any questions or need assistance installing the app.

- a) On your iOS device, open the App store app  and search for "Tunstall+".
- b) Tap **GET** and follow the onscreen instructions to download and install the app.

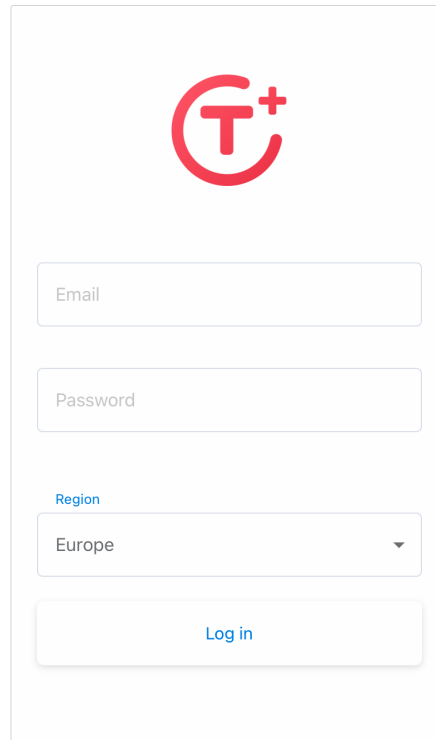


### 2.2. Log in

- a) On your mobile device, tap the  Tunstall+ icon to open the app.



- b) When the Login page appears, enter your username and password using your DMP login credentials.



The image shows a login form for an application. At the top center is a red logo consisting of a circle with a 'T' inside and a '+' sign to its upper right. Below the logo are four input fields: an 'Email' field, a 'Password' field, a 'Region' dropdown menu currently showing 'Europe', and a 'Log in' button.


- c) Tap *Region* and select your region in the list.
- d) Tap **LOGIN**.

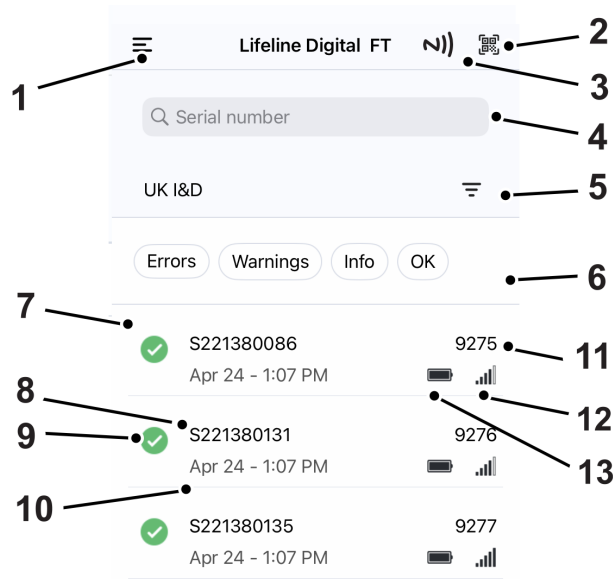
### 2.3. EULA (End User Licence Agreement)











Prior to first time use you must read the End User Licence Agreement (EULA) and do one of the following:

- Tap **Accept** to agree with the EULA terms and start using the app.
- Tap **Decline** if you do not agree with the terms of the EULA. In this case, you will not be able to access the app and it will shut down.

### 3. Device list

The device list loads whenever you log in to Tunstall+. Go to  *Filter devices* and select which customer and districts to display.

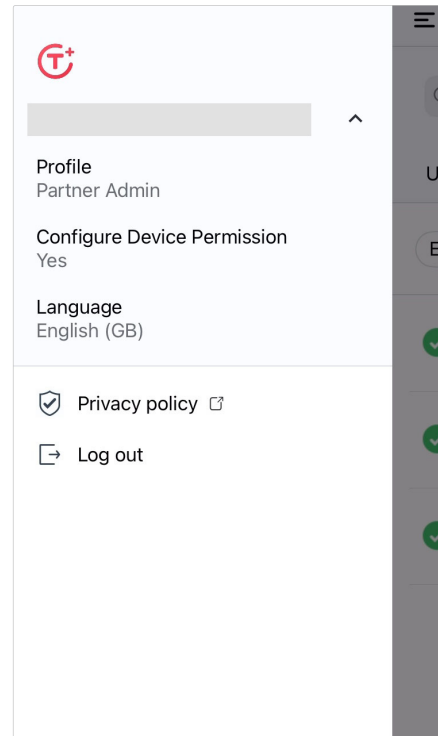


- |   |  |  |
|---|--|--|
| 1.  Side menu      | • Technical  |  - OK       |
| 2.  Scan           | • OK   |  - Inactive |
| 3.  NFC button     | 7. Device list   | 10. Time stamp of last contact with device   |
| 4.  Search field   | 8. Device serial number  | 11. Alarm code / Unit ID   |
| 5.  Filter devices | 9. Device status icons:  | 12. Device signal strength   |
| 6. Quick filter buttons:  |  - Error status     | 13. Device backup battery level  |
| • Error   |  - Warning status   |  |
| • Warning   |  - Technical status |  |

### 3.1. Side menu

The ☰ side menu contains the following items:

- Tap your username to view details about your account
- **Privacy policy** - Tap to review the privacy policy.
- **Logout** - Tap to logout from the app.





## 4. Searching for a device

The Tunstall+ app provides several ways to search and connect to a device:

- NFC connectivity (only for Lifeline Digital equipped with NFC)
- Scan the barcode or manually enter the serial number of a device
- Chose a device in the device list. Note that some customers do not allow this option. Contact your supplier or Tunstall if you have any questions.

### 4.1. Filter devices

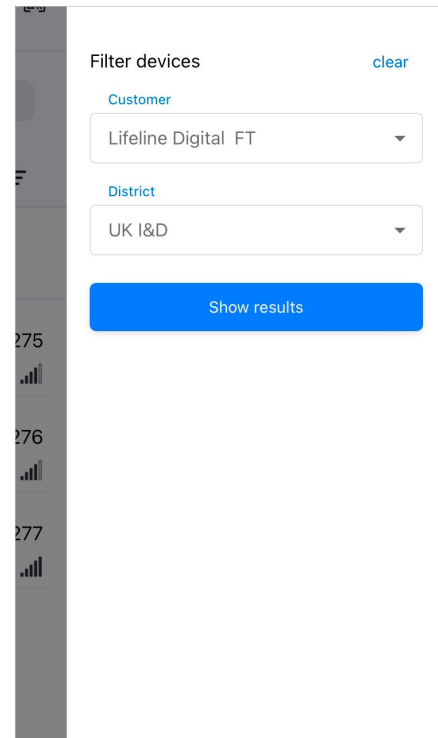
To filter the device list, tap the  *Filter devices* icon.

 *Filter devices* contain the following options:

- If you have access to more than one customer, tap **Customer** and select a customer in the drop-down list.
- Tap **District** and select a district in the drop-down list.

Tap **Show results**.

When the Start page loads, the device list is displayed according to the selected filters.

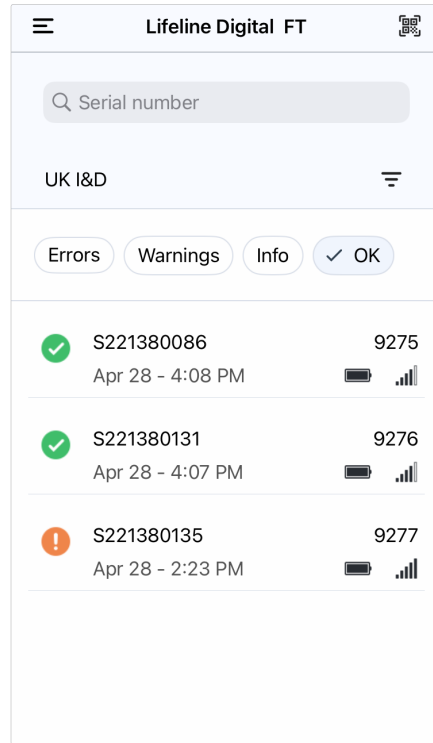


### 4.2. Search within filtered devices


To search for devices in the device list:




- Tap the search field and enter the serial number, or part of the serial number, of the device you want to view.



### 4.3. Scan a device or enter a serial number manually

To scan a device or manually enter the serial number, tap the  Scan icon.

 Scan has two search options:

- *Scan the barcode* - Point the camera at the barcode and make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
- *Enter manually* - Tap the search field and enter the serial number of the device then tap **Search**.

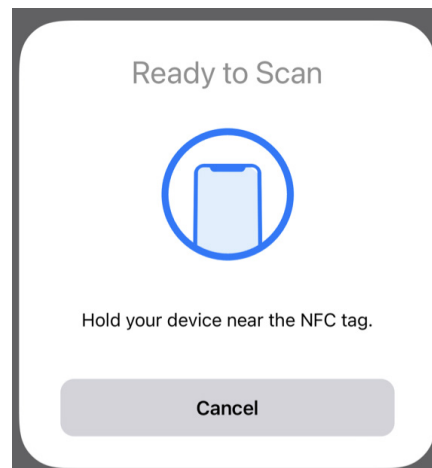
Tunstall+ opens the status view of the selected device.



### 4.4. NFC connectivity

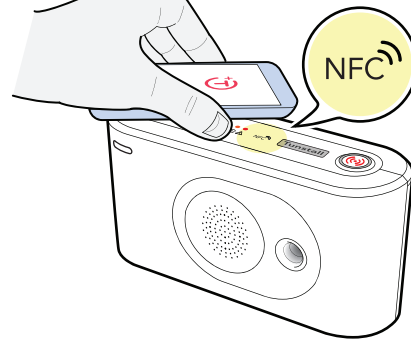
To connect to a device using NFC technology:

- a) Tap the NFC button  to enable NFC scanning.



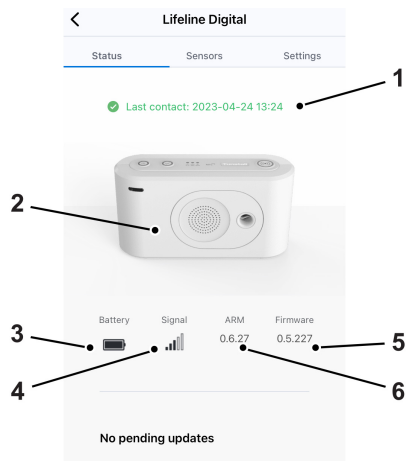
- b) Position your mobile device above the NFC marking on the keypad to scan the device.

Tunstall+ opens the status view of the selected device.

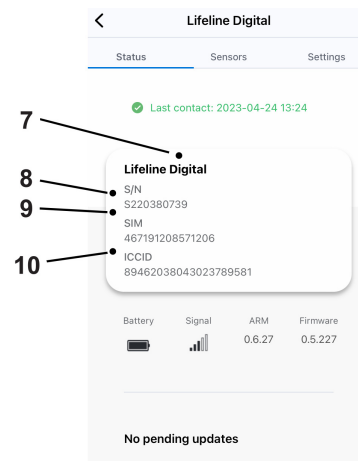


## 5. Lifeline Digital

### 5.1. Device status



1. Time stamp and status of last contact
2. Device image
3. Backup battery level
4. Signal strength
5. ARM version
6. Firmware version



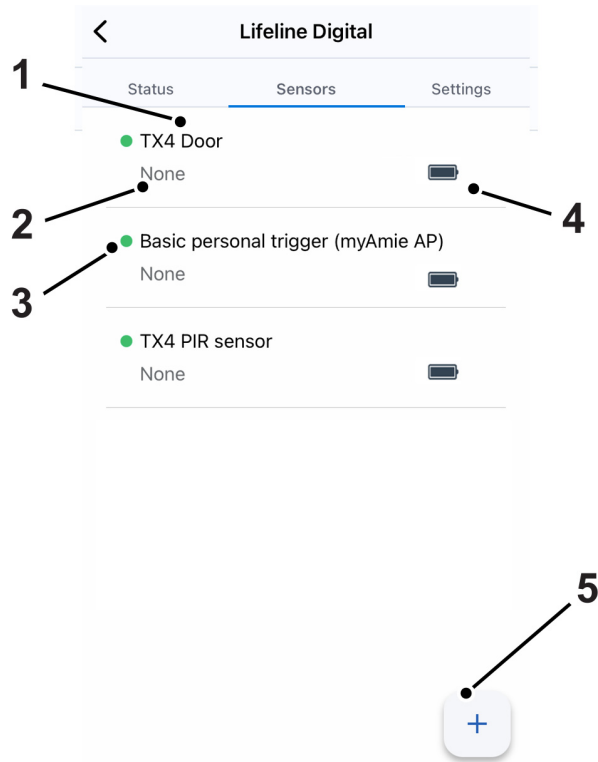
Tap the device image ② to view additional details:

7. Device type name
8. Serial number
9. SIM (device telephone number)<sup>1</sup>
10. ICCID<sup>1</sup>

<sup>1</sup>Only available for SIM cards that have been provided by Tunstall.

## 5.2. Sensors


Sensors displays a list of any sensor that is paired with the selected device. If no sensors are associated with the device, the list is empty.

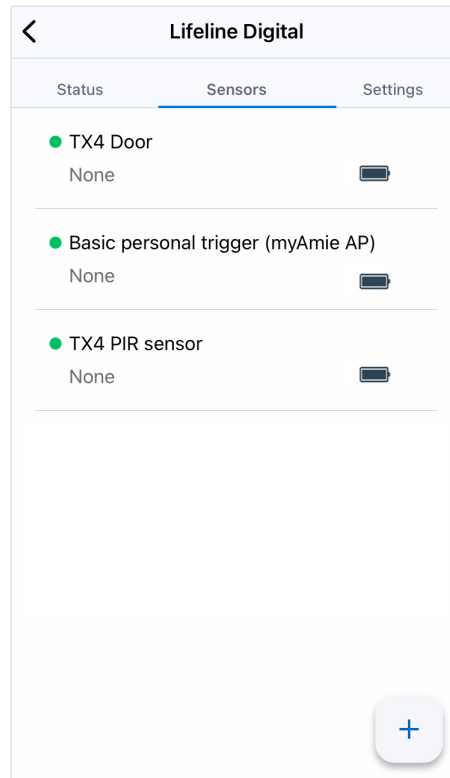


1. Sensor type
2. Location code
3. Sensor status:
  - ● - OK
  - ● - Error
  - ● - Warning
  - ● - Technical status
  - ○ - Inactive
4. Sensor battery level
5. Add new sensor button

### 5.2.1. Add a sensor

To add a sensor:

- a) Select a device and go to **Sensors**.
- b) Tap the  icon.



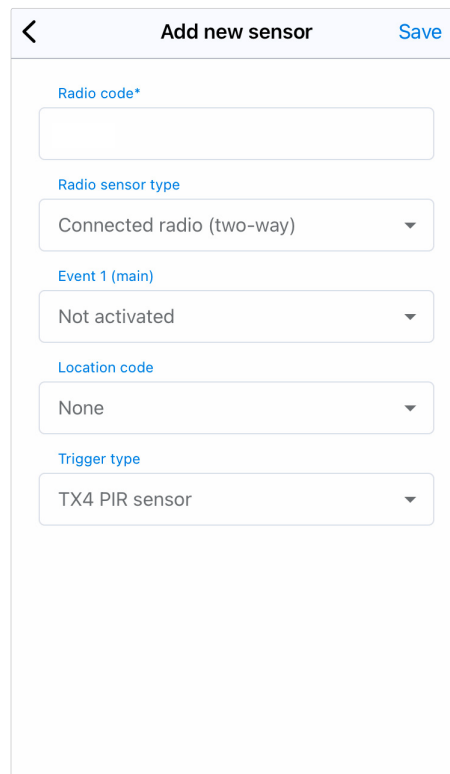
- c) Configure the following sensor settings:

- *Radio code* - the sensor's radio code

The radio code is typically printed on a label attached to the peripheral.


- *Sensor type* - radio sensor type
- *Event 1* - main event code
- *Location code* - the location of the sensor
- *Trigger type* - type of trigger or peripheral

Depending on your permission profile, some settings might not be accessible.



- d) Tap **Save** to save sensor settings.

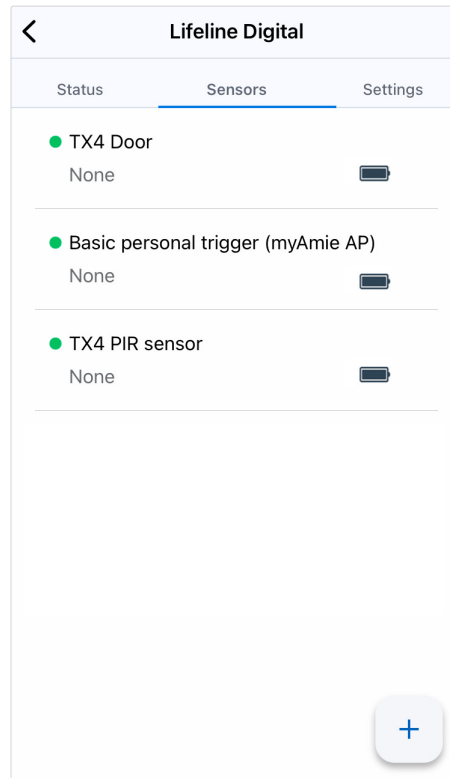
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon  until it reports to the device for the first time.

## 5.2.2. Adjust sensor settings

To adjust sensor settings:

- a) Select a device and go to **Sensors**.
- b) Tap the sensor that you want to adjust.



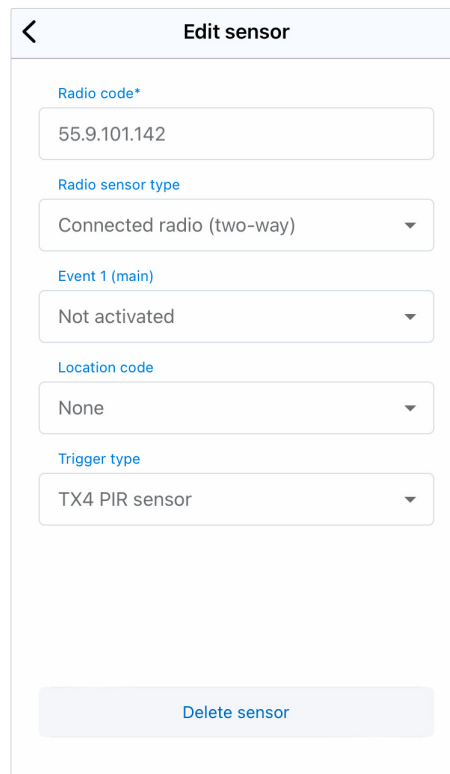
- c) A sensor has the following configurable settings:

- *Radio code* - the sensor's radio code

The radio code is typically printed on a label attached to the peripheral.

- *Sensor type* - radio sensor type
- *Event 1* - main event code
- *Location code* - the location of the sensor
- *Trigger type* - type of trigger or peripheral


Depending on your permission profile, some settings might not be accessible.



- d) Tap **Save** to save sensor settings.



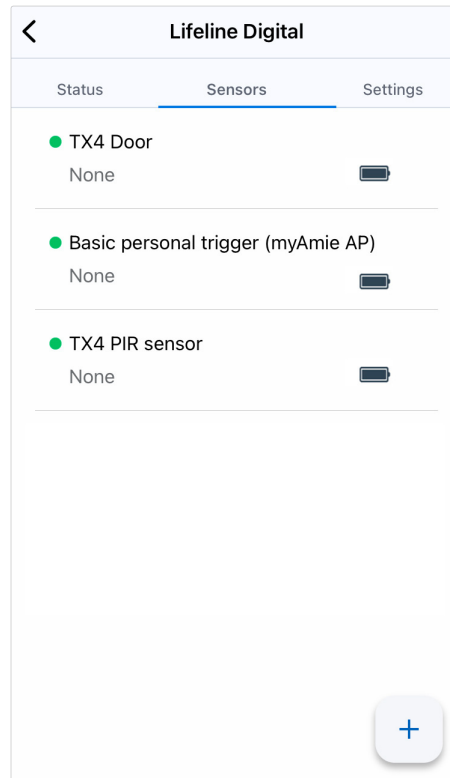
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

The sensor will have an inactive status icon  until it reports to the device for the first time.

### 5.2.3. Delete a sensor

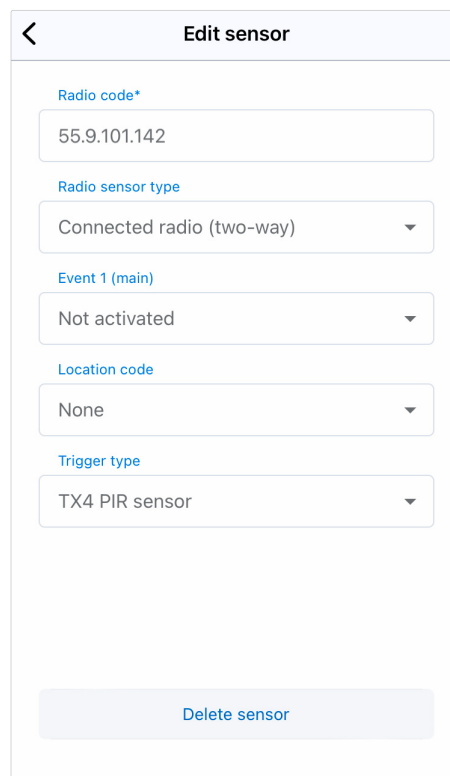
To delete a sensor:

- a) Select a device and go to **Sensors**.
- b) Tap the sensor that you want to delete from the device.









- c) Tap **Delete sensor** and confirm in the dialogue box.

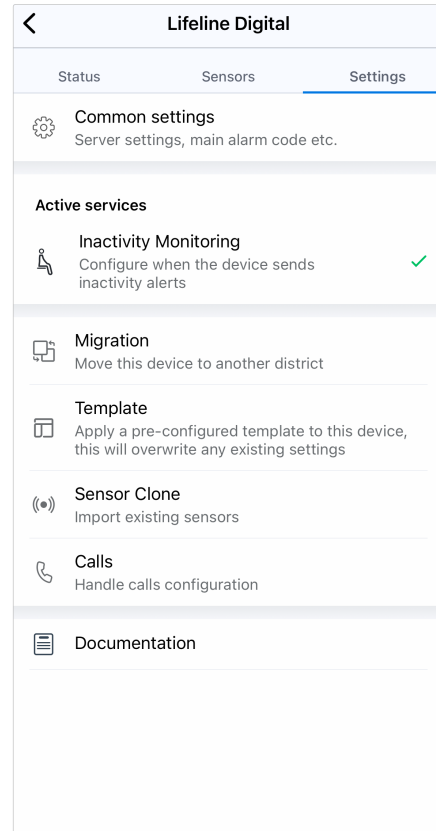
To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.




## 5.3. Settings

Settings contains the following settings and services:


-  **Common settings** - View or update basic device settings.
-  **Migration** - Move this device to another customer or district.
-  **Template** - Apply a pre-configured settings template to this device.
-  **Sensor clone** - Import sensor settings from another device.
-  **Inactivity monitoring** - This feature monitors for resident inactivity and raises an alarm if no activity is detected.
-  **Calls** - Manage call configuration.



### 5.3.1. Common settings

 *Common settings* contains general device and connectivity settings.

To view or change common settings:

- a) Select a device and go to **Settings**.
- b) Tap  **Common settings**.
- c) *Common settings* contains the following settings:
  - *Main alarm code* - this setting applies the same alarm code to all contacts. The alarm code is used by the ARC to identify the device
  - *Main alarm code* - the alarm code is used by the ARC to identify the device
  - *Speech messages language* - the language used for the device's announcements
  - *Time zone* - the time zone of the device
  - *APN* - the APN of your network provider



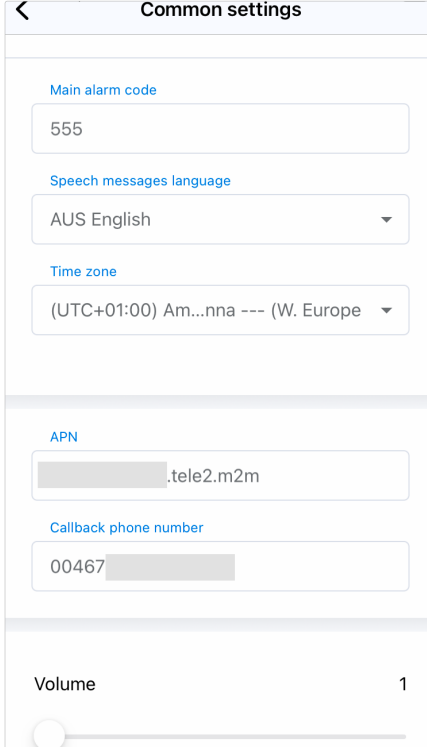
#### NOTE

An incorrect APN setting will prevent the device from connecting to the internet and can cause the device to stop working correctly.

- *Callback phone number* - the telephone number used for callback
- *Speaker volume* - the main speaker volume

- d) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.




The screenshot shows the 'Common settings' interface. At the top, there is a back arrow and the title 'Common settings'. Below this, there are several sections of settings:

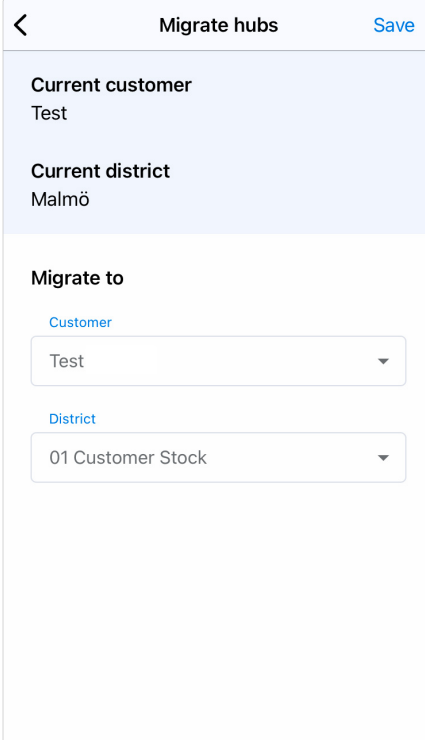
- Main alarm code:** A text input field containing the number '555'.
- Speech messages language:** A dropdown menu currently showing 'AUS English'.
- Time zone:** A dropdown menu currently showing '(UTC+01:00) Am...nna --- (W. Europe)'.
- APN:** A text input field containing a redacted value followed by '.tele2.m2m'.
- Callback phone number:** A text input field containing '00467' followed by a redacted value.
- Volume:** A slider control with the number '1' on the right side.

### 5.3.2. Migration

The  Migration feature is used to transfer devices between customers and districts within DMP.

To transfer a device to another district or customer:

- a) Select a device and go to **Settings**.
- b) Tap  **Migration**.
- c) Select a new location for the device using the following settings:
  - *Customer* - destination customer
  - *District* - destination district




The screenshot shows a mobile application interface titled "Migrate hubs" with a "Save" button in the top right corner. The interface is divided into several sections:

- Current customer:** Test
- Current district:** Malmö
- Migrate to:**
  - Customer:** A dropdown menu currently showing "Test".
  - District:** A dropdown menu currently showing "01 Customer Stock".

- d) Tap **Save** to save changes.

The device is now available at the new location.

### 5.3.3. Template


The  Template feature is used to apply a pre-configured settings template to a device. This will overwrite existing settings on the device.



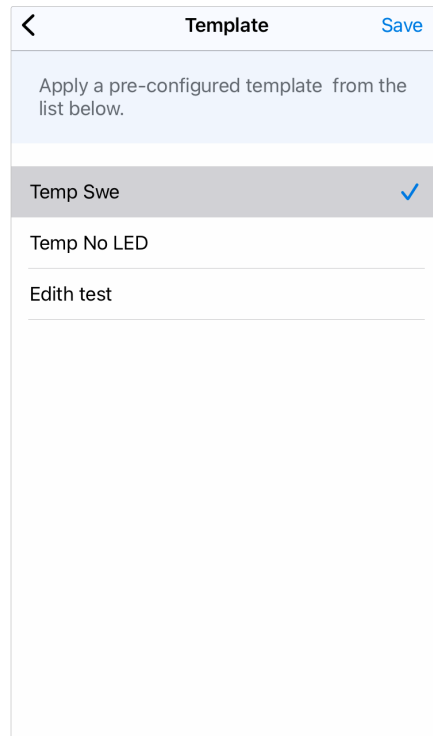
#### NOTE

The device must be switched on and online.


To apply a template to a device:

- a) Select a device and go to **Settings**.
- b) Tap  **Template**.
- c) Tap to select the template that you want to apply.
- d) Tap **Save**.


To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.



### 5.3.4. Sensor Clone

The  Sensor Clone feature enables you to import sensor settings from another device. To use this feature, both the source device and the target device must be of the same type, it is not possible to clone sensors settings between different device types.

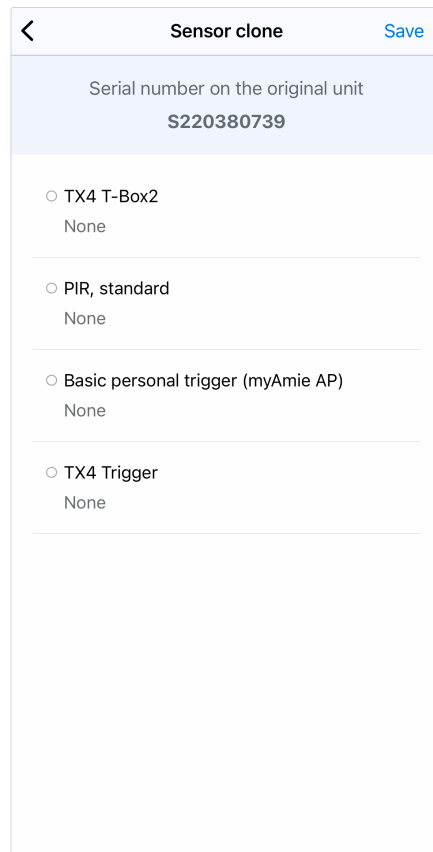
To import sensor settings from another device:

- a) Select the device that you want to import sensor setting to, and go to **Settings**.
- b) Tap  **Sensor Clone**.
- c) Do one of the following to identify the source device that you want to clone the sensors from:
  - To scan the barcode, point the camera at the barcode. Make sure that the entire barcode fits inside the barcode frame. When the serial number of the device appears in the search field, tap **Search**.
  - Tap **Enter manually** and enter the serial number of the device in the search field, then tap **Search**.



- d) When the *Sensor clone* page loads, it displays a list of the sensors that are currently paired with the source device.

Swipe right on any sensor in the list that you do not want to include in the cloning process.




- e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device, or wait for the device to send its next automatic heartbeat.


The sensors will have an inactive status icon  until they report to the device for the first time.

When all selected sensors have been successfully cloned to the destination device, they will be removed from the source device.

### 5.3.5. Inactivity monitoring

The  Inactivity Monitoring feature monitors resident activity and generates an alarm if no activity is detected within a predefined time period. If the device does not detect any activity before the inactivity timeout has expired, the device will alert the resident about the pending alarm. An inactivity alarm is generated if the resident does not cancel the alarm at this point.

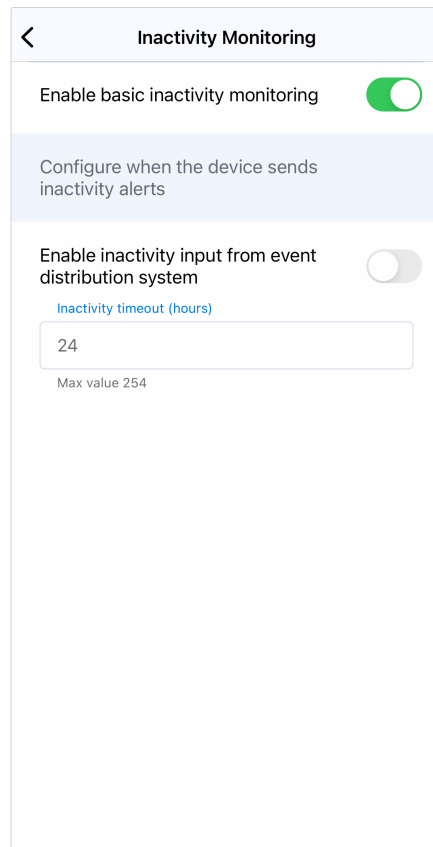
To configure inactivity monitoring:

- a) Select a device and go to **Settings**.
- b) Tap  **Inactivity Monitoring**.
- c) Tap **Enable basic inactivity monitoring** to activate this feature.
- d) Inactivity monitoring contains the following settings:
  - *Enable inactivity input from event distribution system* - Enable to allow inactivity monitoring from customised sensors and events  
 Customised sensors and events must be configured separately in DMP.



- *Basic inactivity timeout (hours)* - Timer for inactivity alarm. The input value is hours.


The timer is reset when activity is detected or registered. An inactivity alarm is generated if no activity is detected or registered before the timer expires.



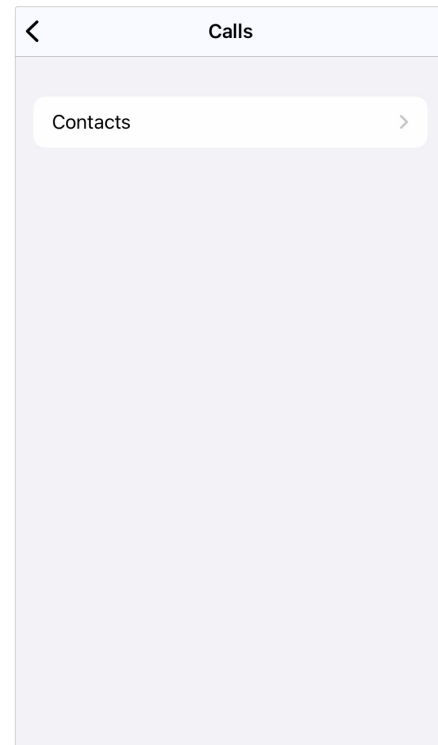
- e) Tap **Save** to save changes.

To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

## 5.4. Call configuration

*Calls*  contains settings for alarm calls and communication between the device and Alarm Receiving Centre (ARC):


- *Contacts* - Call settings for the ARC and other alarm receivers



### 5.4.1. Contacts

Contacts contain call settings for the Alarm Receiving Centre (ARC) and other alarm receivers.

To configure contact settings:

- Select a device and go to **Settings** >  **Calls** > **Contacts**.
- Tap the contact that you want to edit.

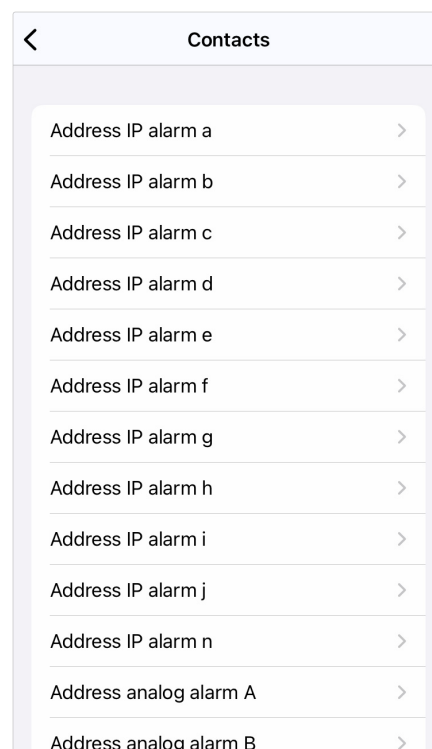
There are two types of contacts:

- IP alarms, got to [Step c\)](#)
- Analog alarms, go to [Step d\)](#)



#### **NOTE**

Depending on your permission profile, some settings might not be accessible.



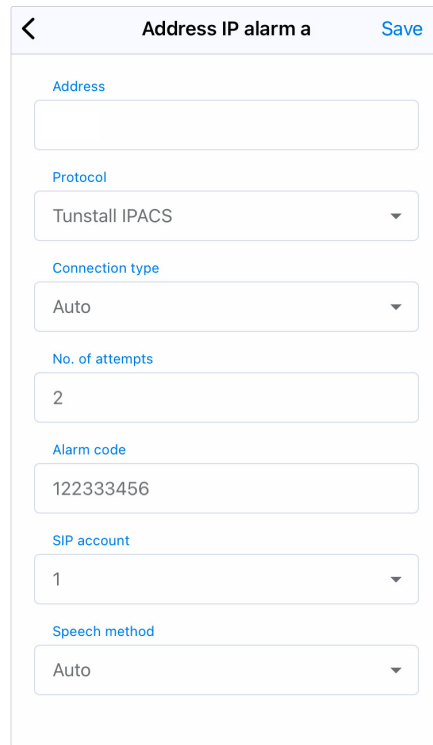
c) IP alarms contain the following settings:

- *Address* - the address of the alarm receiver
- *Protocol* - communication protocol
- *Connection type* - if **Auto** is selected, the ARC determines which option to use
- *No. of attempts* - the number of connection attempts to be made for his contact

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

- *Alarm code* - used by the ARC to identify the device
- *SIP account* - if required, select a preconfigured SIP account
- *Speech method* - if **Auto** is selected, the ARC determines which option to use and at least 5 connections attempts will be made regardless of the value in the *No. of attempts* field.

Tap **Save** and then tap **OK** to confirm in the dialogue to save changes.



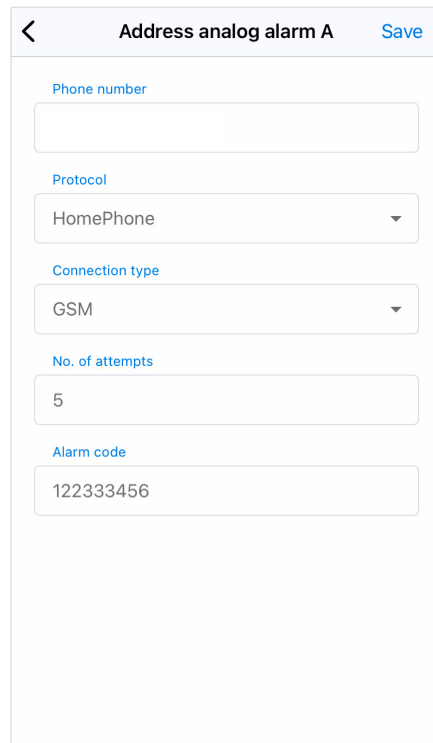
d) Analog alarms contain the following settings:

- *Number* - telephone number of the alarm receiver

Tunstall recommends using international call prefix "00", for example "0046[...]".

- *Protocol* - communication protocol
- *Connection type* -
- *No. of attempts* - the number of dial-up attempts for this contact
- *Alarm code* - used by the ARC to identify the device

Tap **Save** and then tap **OK** to confirm in the dialogue to save changes.



e) To apply the new settings to the device, you can either manually connect to DMP using the buttons on the device or wait for the device to send its next automatic heartbeat.

## Appendix A. Contact details

### Australia

Tunstall Australasia  
Unit 1  
56 Lavarack Ave  
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### Deutschland

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