



# Tunstall Lifeline Digital

Connecting people, connected care

## What is it?

Lifeline Digital is Tunstall's most advanced telecare home hub to date. With its intelligent care technology and contemporary design, it supports IP alarm protocols and features enhanced connectivity via Ethernet, Wi-Fi, and cellular networks. Lifeline Digital is the ultimate solution for enabling people to stay connected and independent at home.

## Who is it for?

Lifeline Digital can provide reassurance to those with long term care or health needs who wish to remain at home and connected to their communities. It's easy to use, discreet and can be configured to offer support tailored to the specific needs of the individual user.

## How does it work?

Lifeline Digital is a Technology Enabled Care (TEC) platform that can automatically activate alarm calls to a monitoring centre through peripheral sensors or manually by pressing the alarm button. The device has excellent connectivity options, including Ethernet, Wi-Fi and cellular networks, with a 4G/LTE modem and fallback options to 3G and 2G networks. It also supports VoIP and VoLTE voice calls, and has inbuilt IP signalling capability pre-configured to support CENELEC

protocols. The platform is designed to support Tunstall's existing devices, and can connect up to 64 telecare sensors. It is compatible with Tunstall's Device Management Platform (DMP) and Tunstall+ app for easy configuration and installation via a mobile phone.

## Features and benefits

- Exceptional speech quality with echo cancellation via updated speaker with custom enclosure for superb clarity and volume
- Up to 72 hours battery back-up for continued connectivity if mains power is unavailable
- Digital IP technology for a future-proof solution with ethernet, cellular (2G, 3G and 4G) and Wi-Fi connectivity built-in providing robust multi network connectivity from just one hub
- Mobile and wireless technology incorporated within the hub so it can work anywhere there is a power supply and network coverage meaning location isn't limited to the positioning of a landline
- Ability to connect up to 64 peripheral sensors/accessories for highly personalised care delivery
- Compatible with current Tunstall sensors e.g. smoke, CO and fall detectors, protecting previous investment in technology
- VoLTE enabled (network dependent dedicated 4G voice service)
- Internal antenna as standard, with the option of an external antenna to boost signal in areas of poor coverage
- Time Schedule Control (TSC) to schedule when specific features are active (or inactive)
- Tunstall+ app simplifies installation and set-up, providing step by step guidance, simplifying and speeding configuration
- Contemporary, intuitive design which is discreet in appearance and easy to use

## Tunstall's Device Management Platform

DMP is a cloud-based system developed for the efficient management of Lifeline Digital devices. It has been designed to enable remote management of deployed Lifeline Digital units and provide a platform for future services and functionality, such as Activities of Daily Living monitoring and tracking via smartphone app. The DMP can extract and report on relevant performance analytics from the hub unit, such as event logs and health of home units, giving service providers access to vital data, including associated sensors.

### The DMP enables:

- Remote configuration and device management, in conjunction with Tunstall+ mobile App – adjust alarm parameters, unit volume and even LED brightness from a distance
- Over the air firmware updates to enable automatic and seamless introduction of new services without any intervention from the user or home visits
- Robust and reliable monitoring with regular 'heartbeat' checks to ensure performance and functionality of the hub for reassurance and early notification

## Specification

### Standards

#### EMC:

EN 301 489-1 V2.2.3 + Draft EN 301 489-17 V3.2.2 + Draft EN 301 489-3 V2.1.1 + Draft EN 301 489-52 V1.1.0 + EN 301 489-33/5. EN 55032:2015 + AC:2016 + EN 55035:2017 + EN 61000-3-2:2014 + EN 61000-3-3:2013. EN 50130-4:2011 + A1:2014 + EN 61000-6-3:2007 + A1:2011 + AC:2012. CISPR32:2015 + AC:2016

#### Safety:

EN 62368-1:2014 + AC:2015 + A11:2017. IEC 62133. AS/NZS 62368.1:2018

#### Radio:

EN 300 220-1 V3.1.1 + EN 300 220-2 V3.1.1 + EN 300 220-3-1 V2.1.1 Category 1. EN 301 908-1 V1.1.1. EN 300 328 V2.2.2. EN 300 330 V2.1.1. 47 CFR Part 22/RSS-132 Issue 3. AS/NZS 4268-2017. FCC Section 15.247

**CE and UKCA compliant:** Yes

**Radio equipment directive (RED):** Compliant

#### Social Alarm:

EN50134-1:2002, EN50134-2, EN50134-3:2012, AS4607

#### Design, Manufacture, Installation and Service:

ISO9001:2015

**ROHS compliant:** 2011/65/EU + 2015/863/EU

**Directives:** 2014/53/EU + 2011/65/EU

### Alarm Protocols

**IP:** EN50134-9 (CENELEC), Homephone SIP

**Analog/GSM:** Homephone, CPC/Antenna, STT

### Environmental

#### Operation temperature:

0°C to +55°C

#### Storage temperature:

20°C to +55°C max. 3 months storage

#### Operation humidity:

0 to 90% RH, non-condensing

#### Storage humidity:

0 to 95% RH, non-condensing

### Technical

**Weight:** 491g net weight

**Dimensions:** 180 x 58 x 98 mm (L x W x H)

**Mains power:** 230v AC (1.5 Watts, typical)

**Backup battery:** Rechargeable Lithium-ion battery, 18Wh, 2500mAh capacity (internally charged, BMS operated)

**Backup battery order number:** 022-25-012

(Lithium-Ion batteries are not shipped and are replaced at Tunstall HQ)

**Backup time:** 72 hours of stand-by operation with one 5-minute IPACS heartbeat and normal use (expected at date of purchase and when fully charged )

**Number of programmable phone numbers for alarms:** 13

**Number of programmable IP addresses for alarms:** 11

**Radio frequencies:** 869.2125 MHz / 868.3000 MHz / 433.92 MHz

**Cellular:** 2G, 3G, 4G (GSM/GPRS/Edge/ UMTS/LTE and VoLTE)

**Physical interface:** SMA antenna connector, 2x USB 2.0 ports, Ethernet port (RJ45), 12V power inlet (RJ11)

**Wireless interface:** NFC (for easy connection to Tunstall+ App), Wi-Fi, 2G, 3G, 4G, Bluetooth Low Energy (BLE), Infrared receiver (IR)\* 2x SRD radio

### Materials

**Casing:** PC/ASA (White)

**PC/ASA:** (White)

**Back cover:** PC/ASA (White)

**Keypad:** Silicone

### Part Number

**Lifeline Digital MyAmie ALB (White) UK**

022-25-903

### Replacement Parts

**Backup Battery**

022-25-012

**Stub Antenna (Black)**

346 00 01-69

**Power Adaptor (White)**

022-25-017-01

**MyAmie Pendant with Auto Low Battery (ALB)**

P68005/01

### Optional Accessory

**External Antenna (White)**

022-25-015-01

## The Lifeline Digital package includes:

- The Lifeline Digital unit and MyAmie pendant with Auto-Low Battery monitor
- Connectivity through the Tunstall multi network SIM providing a low cost tariff fully inclusive of all data and minutes
- The ability to manage all deployed devices through DMP and Tunstall+ mobile app

## We help you provide...

- **Intelligent, unobtrusive, person centred care.**
- **Personalised, proactive and predictive services to improve quality of life.**
- **Integrated health, housing and social care.**

For more information please visit:

[tunstall.co.uk/lifeline-digital](https://tunstall.co.uk/lifeline-digital)

## Why Tunstall?

For more than 65 years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating solutions that support more than five million people and their families across the world.

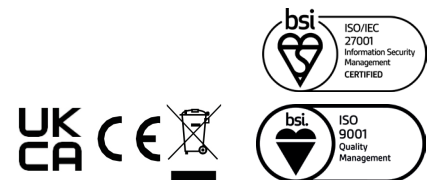
We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.

Our products are backed by advice, support and after sales services and a Customer Satisfaction Centre that is available 24 hours a day, 365 days a year.

### 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](https://www.tunstall.co.uk/approvals)



Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

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