

Smart Hub™

Smarter home safety



The **Smart Hub** is Tunstall's first 3G IP medical alarm with **digital technology**, making it the most flexible medical alarm in our collection and the centrepiece of connected care services both now and in the future.



Digital: the future of connected care

Digital IP technology ensures a future-proofed solution, enabling remote alarm programming and feature updates, continuous connectivity reporting, accurate and timely diagnostic information, and greater communication speeds.

How it works

The Smart Hub is Tunstall's newest and most advanced medical alarm with digital technology, offering a future-proofed solution. With a range of connectivity options and Tunstall's new Device Management Platform, the Smart Hub is the most flexible medical alarm in our collection.

With IP remote programming via the Device Management Platform (DMP), the Smart Hub continuously monitors connectivity and is capable of providing diagnostic information and receiving regular feature updates, reducing the need for on-site technicians.

Incorporating GSM technology and working on the 3G mobile network, the Smart Hub functions independently of landline infrastructure and boasts over 40 hours of back-up battery life, ensuring user safety in the event of a power outage.

Each Smart Hub is supplied with a personal pendant that can be worn on the wrist or around the neck, allowing the user to activate an alarm call from anywhere in the home, without having to struggle to reach a phone. Alternatively, the alarm can be activated by the red help button on the Smart Hub.

When the Smart Hub is activated in an emergency, it contacts Tunstall's 24/7 monitoring centre, putting the user in contact with one of our trained care consultants who

will aid the user by assessing the situation and determining what action needs to be taken; such as a family member or friend contacted, after-hours doctor organised, or emergency service to be called. With advanced bi-directional capabilities, the new pendant confirms alarm activation for the wearer via a green light, offering added reassurance. Our care consultants always stay on the line until help arrives.

Capable of interfacing with up to 35 smart sensors and integrating with the sensor gateway to support legacy sensors, the Tunstall Smart Hub can monitor a wide range of situations in the home.

Who is it for?

The Tunstall Smart Hub alarm is designed to assist people to maintain their independence in the home. The high degree of flexibility offered by the alarm means a wide variety of users can benefit from the state of the art technology, including:

- older people
- people living with a disability
- individuals who have been discharged from hospital and require additional support
- those with long-term conditions.

Key features

- ✓ Bi-directional pendant
- ✓ Digital IP technology
- ✓ IP remote programming & device management
- ✓ Backup connectivity options
- ✓ Compatible with legacy sensors via the sensor gateway



Sensor compatibility

Smart Hub compatible sensors	Adaptor(s) required	
	Sensor gateway	Radio output module
New pendants and fall detectors		
Smart Hub pendant		
Smart Hub fall detector		
Legacy sensors		
Pendants and fall detectors		
Tunstall pendant (Gem and Amie)	✓	
iVi fall detector	✓	
Alternative triggers		
Jelly bean button	✓	✓
Wand switch	✓	✓
Sip-puff switch	✓	✓
Activity sensors		
Epilepsy sensor	✓	✓
Passive infrared sensor	✓	
Environmental sensors		
Wireless smoke detector	✓	
Flood detector	✓	
Hearing impairment sensors		
Bellman Visit product range	✓	✓

Technical details	
Weight	68g (1kg packaged)
Dimensions	185mm x 122mm x 41mm (WxLxD)
Mains power	120V- 240V ac
Battery	2000mAh capacity (continually internally charged)
Battery capacity	40 hours of stand-by operation (minimum expected at date of purchase and when fully charged)
Radio frequency	917.6MHz & 927.8MHz (dual channel)
External connections	DC power adapter with 3m cable Quad-band GSM 3G antenna (internal or optional external) Ethernet port IPv4 USB port (installer use only)
Radio range	Internal = 50m (typical) External line of sight = up to 300m
Pendant battery	3V Lithium (changeable) with up to 5 year life
Cellular	GSM/GPRS/Edge/UMTS
Warranty	12 months
Environmental	
Temperature	Operating temperature (to perform to full specification) = 0°C to 50°C Storage = -10°C to 55°C
Humidity	Operating relative humidity (non-condensing to perform to full specification) = 0 to 90% Storage relative humidity (non-condensing) = 0 to 93%
Standards	
EMC	AS/NZS CISPR 32:2013, AS/NZS 4252.1:1994
Safety	AS/NZS 60950-1:2011
Radio	AS/NZS 4268:2012 + A1:2013
PERS	AS4607:1999
MEPS	AS/NZS 4665-2005
Pendant	IP67 water resistant to a maximum of 1 metre for up to 30 minutes.
Design manufacture	ISO9001:2008
RoHS compliant	2011/65/EU
Part numbers	
Alarm and pendant	57214/910 and P61014/42
Fall detector	67605/20
Battery pack	D5306001A
Sensor gateway	61614/201

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