

Tunstall



Smart Hub™

Smarter home safety

Product Guide

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 client 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 client 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, it contacts Tunstall's 24/7 monitoring centre, putting the client in contact with one of our trained

care consultants who will aid the client 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 clients 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.

Benefits to client

When you purchase or rent the Smart Hub you will have access to Tunstall's monitoring service which is available 24 hours a day, seven days a week. When a medical alarm call for assistance is activated, the response operator accesses Tunstall's call-handling platform PNC to understand who the caller is, where they live, any major medical conditions they have, who should be contacted in an emergency and what device has activated the medical alarm.

In an emergency the Tunstall care consultant will speak with the client and discuss their condition and what action needs to be taken; such as a family member or friend contacted, after-hours doctor organised or emergency service to be called. The care consultant will stay on the line with the client until help arrives.

Key features

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

Additional Accessories

Easy-Press Adapter (TX4 Easy-Press) - The personal pendant can also be used with an optional Easy-Press Adapter, assisting people with limited hand and finger movement to more easily activate an alarm call. Made of easy to clean, clear plastic, the adapter fits securely over the pendant providing the client with a larger surface area to press.

Sensor compatibility

Smart Hub compatible sensors

Adaptor required

Sensor	Sensor gateway
New pendants and fall detectors	
Smart Hub pendant (P6104/42)	
Vibby fall detector (61014/20)	
Triggers and sensors	
Tunstall pendant (Gem and Amie)	✓
iVi fall detector	✓
Radio output module (ROM)	✓

Case Study - Mitch's Story

Mitch is a 21 year old man who enjoys watching sports, action movies, hitting the gym, and hanging out with friends. And while he lives at home with his mum and step-dad for now, he's looking forward to moving out. He also lives with a disability.

Smart Hub



Pendant



Sensor Gateway (optional)



At the age of 19, while at a party with friends, Mitch dove into a pool and sadly broke his neck in three places. After this accident, Mitch was declared quadriplegic, having only minimal movement in his neck and arms.

Mitch became reliant on assistance from carers for many tasks, including meals and personal care. Despite this enormous impact on his life, he continued to maintain a positive outlook, and wanted to stay proactive, realising that "...you can't just lay there and just suffer".

Mitch continued physiotherapy and exercise, eventually regaining some movement in his hands. As a result he could begin to take a more active role in his own care. Following this breakthrough, Mitch was keen to continue regaining his independence.

Tunstall Solution

Upon returning home from hospital, the Princess Alexandra Spinal Unit referred Mitch to a transition care program that provided him with a Tunstall emergency alarm, reducing his need for round-the-clock carers while providing him with peace-of-mind that help is available if he needs it.

With limited movement, Mitch required a tailored alarm solution that would accommodate his disability. Mitch's pendant was customised with an Easy-Press Adapter, enabling him to easily activate his emergency alarm in any situation, from anywhere in his home. The Easy-Press is ideal for people with limited mobility as it has a larger surface area and can activate the alarm with a lighter press.

When the alarm is activated, it dials Tunstall's 24-hour monitoring centre, putting Mitch in



contact with a care consultant, who can aid him by assessing the situation and contacting his emergency contacts to assist, such as a carer or family member.

The Results

Now, Mitch feels safer, more independent, and confident that he can manage more things on his own. He also knows that if anything does happen and he needs help, it's always available.

Mitch says, "If I have a spasm or need something when no-one is around, I can press my emergency button and I'm guaranteed that there will be someone to help me at any time that I need it."

"The connected care technology helps me to be independent and it makes me feel safe knowing there is someone to get me help if I need it."

Thanks to all his assistive technology, Mitch can envision a more independent future, living on his own with minimal assistance from carers, as any young adult would wish.

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
GSM frequency	850Mhz (B5) - 900Mhz (B8) - 2100Mhz (B1)
Warranty	24 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

Our policy of continual development means that product specifications and appearance may change without notice.

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