

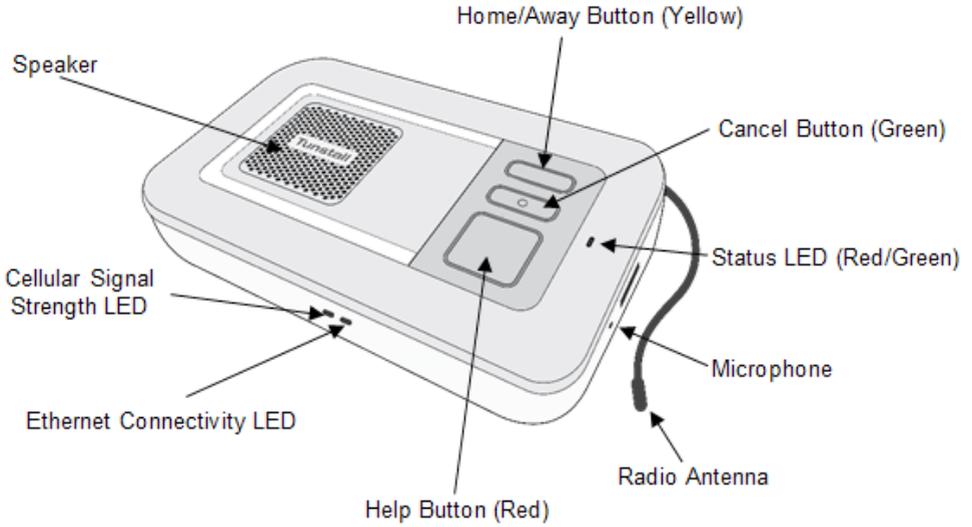
# How to activate your Tunstall Smart Hub alarm

Self-installation guide

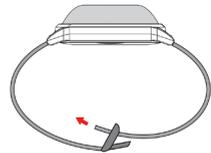
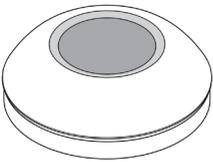
**Tunstall**

## In the box

### Smart Hub alarm



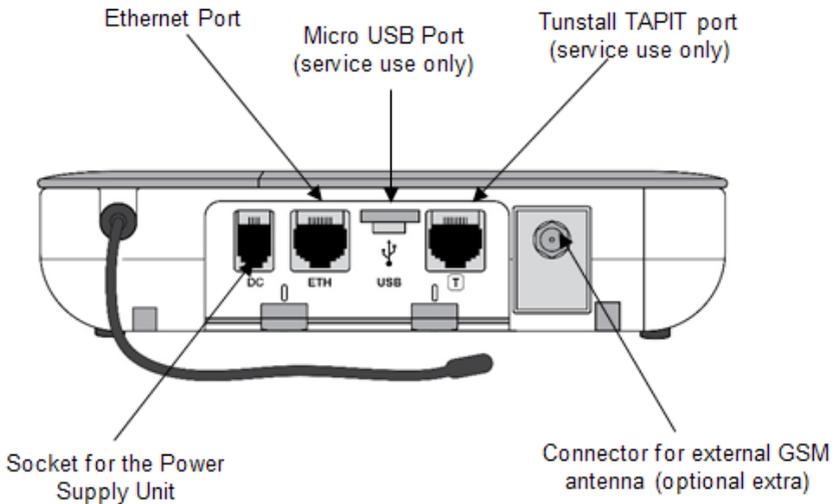
### Personal pendant wearing options



### Mains adaptor



## Ports and connections



## How to self-install your Tunstall Smart Hub alarm

Before you can start using your Tunstall Smart Hub alarm, please complete the following steps:

### Step 1. Situating your alarm

The unit should be safely located in an area providing good audio coverage for the user. It should not be close to sources of heat, noise or electrical interference.

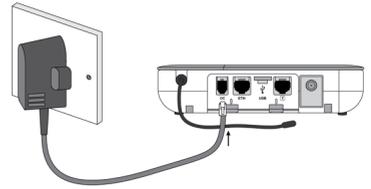
The unit should be located within two metres of an easily accessible mains power socket and in a place which ensures the unit receives a stable 3G cellular signal eg. near a window.

## How to self-install your Tunstall Smart Hub alarm

### Step 2. Connecting to mains power

Plug the mains adaptor into the socket on the back of the Smart Hub labelled DC and then connect the adaptor to the mains power. Wait until the alarm announces "Cellular data connection restored" which should take less than two minutes.

Note: Only use with the power adaptor supplied with the home unit (part number XD5206006). Tunstall recommends connecting the mains adaptor to a dedicated power point and not to connect it to a double adaptor or power board.



### Step 3. Testing signal strength

The Smart Hub can provide continuous signal strength announcements. The cellular network level is announced as a spoken value from 00 (no signal) to 31 (strong signal).

To check signal strength, press and hold the yellow Home / Away button for six seconds. The Smart Hub will continue to announce signal strength for a period of five minutes and can be stopped by pressing the green Cancel button.

Tunstall recommends a minimum level of eight to ensure the Smart Hub can successfully and consistently connect to the Telstra 3G network. To increase signal strength, attach and activate the optional extension antenna (see 'Antenna installation' on page six of this guide). If required, additional antennas are available to order via your Tunstall supplier.

The colour of the cellular signal strength LED light also indicates the strength of the signal received.

Cellular signal strength		
LED colour	Indicative signal strength	Antenna requirements
Green	19+ (Strong)	Not applicable
Yellow	7 to 18 (Good)	Extension antenna
Red	1 to 6 (Poor)	External antenna
White	No SIM or network connection	External antenna (may not resolve coverage)
Flashing white	Incorrect SIM PIN	Not applicable

#### Step 4. Testing the pendant range

Your Smart Hub comes with a pre-programmed pendant. If you have purchased an additional pendant or sensor, follow the step-by-step instructions in the user guide.

To test the pendant range, press and hold the green cancel button until the unit beeps (approximately five seconds). The unit will announce "Programming mode" and the red alarm button will flash slowly. Test the pendant by activating it from key areas within the home and around the perimeter of the property. You should expect a range of more than 50 metres inside the home, depending on the environment.

The Smart Hub pendant is bidirectional which means the LED will flash red while it is transmitting to the base unit and change to green when the base unit responds.

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**IMPORTANT:** Please ensure the alarm has sufficient 3G signal strength (8+) and you have completed the pendant range test before moving on to Step 5. If the signal strength is below eight, please complete the antenna installation on page six of this guide.

### Step 5. Test the alarm unit

Call the Tunstall programming team on 1800 046 981 and advise the care consultant that you have installed your Smart Hub alarm. The care consultant will ask you for information including:

- Client details
- Smart Hub serial number
- Smart Hub product code
- SIM mobile number
- Internal or external antenna

Once the operator has entered these details they will advise you to test the alarm unit by pressing the pendant to raise a call to the monitoring centre.

**You have now completed the installation of the Smart Hub.**

### **Antenna installation (optional)**

#### Antenna requirements

Once the Smart Hub has been connected to mains power, you can begin testing the signal strength. During testing of the signal strength, if the alarm has announced a signal strength of eight or less, or if the cellular signal strength LED light is yellow, red or white, you may need to attach an antenna to improve signal coverage from the Smart Hub.

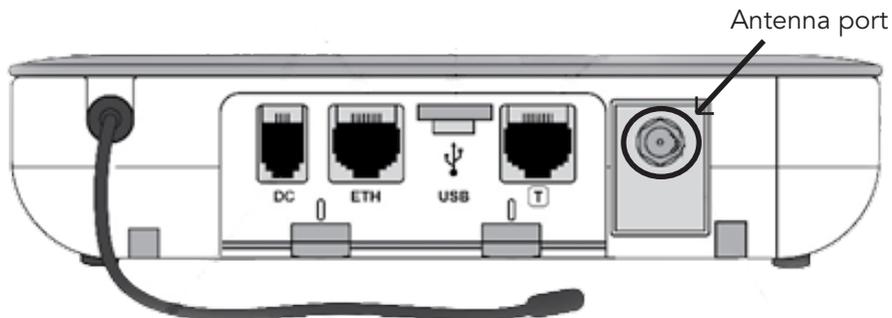
#### External vs extension antenna

An extension antenna is a short antenna designed to be used inside the home to boost the Smart Hub's ability to receive a 3G signal.

An external antenna is designed for outdoor use where a stronger signal boost is required.

## Attaching an extension antenna

To connect the antenna to the Smart Hub alarm unit, simply screw the antenna lead to the antenna port on the back of the alarm (indicated below), ensuring that the lead is screwed in firmly:



The correct positioning of the antenna is very important in low signal areas. To maximise the signal, it is best to position both the alarm and antenna in an open area with clear line of sight outside eg. near a window.

## Activating an antenna

Once the antenna has been attached to the Smart Hub, the antenna can be activated by pressing and holding down the yellow 'Home / Away' button for 10 seconds. The alarm should then announce 'External antenna selected' to indicate that it has switched from internal to external antenna configuration.

To revert back to the internal antenna, simply press and hold the yellow 'Home / Away' for 10 seconds, after which the alarm will announce 'Internal antenna selected'.

If you find that, when the extension antenna is attached and activated, the alarm signal strength is still below recommended levels, you may require an external antenna.

In order to install an external antenna, you will need to organise an installation with our recommended supplier Jim's Antennas by calling 1300 470 463.

## Shutdown procedure

As the Smart Hub contains mobile phone technology and may announce warning messages, it is essential to fully power down the unit when it is uninstalled and prior to transportation. Because the unit has an internal back-up battery, simply removing the mains power is not sufficient.

Before returning or transporting the Smart Hub alarm, please complete the following steps.

### Shutdown procedure

1. Press and hold the green cancel button for approximately 10 seconds, after which the Smart Hub will announce 'Remove the power cable'.
2. You can then remove the power cable from the rear of the Smart Hub, and the unit will power down.

You have now completed the shutdown procedure for the Smart Hub. For further information and the full installation manual please contact your supplier or Tunstall Healthcare.