

Tunstall

Tunstall Smart Hub™

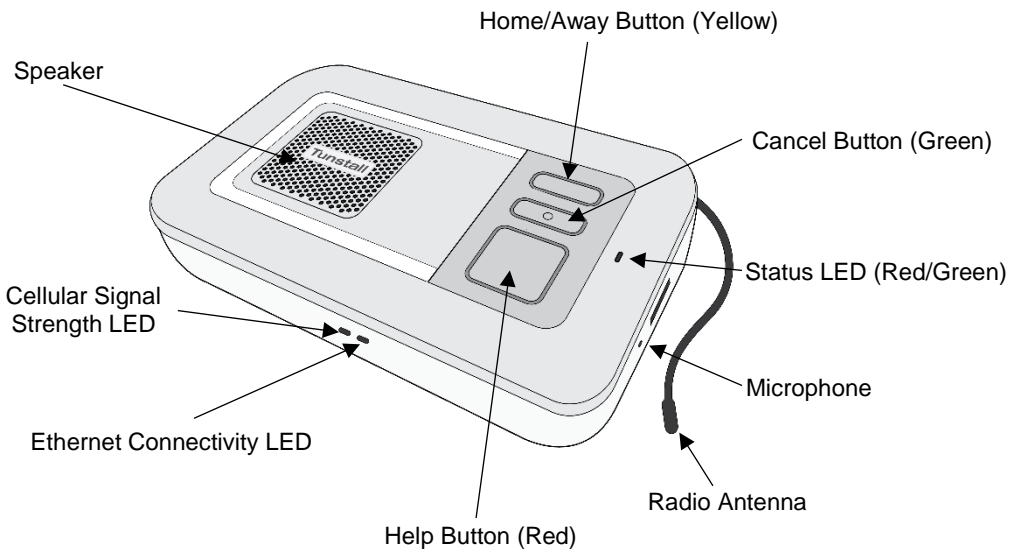
User Guide



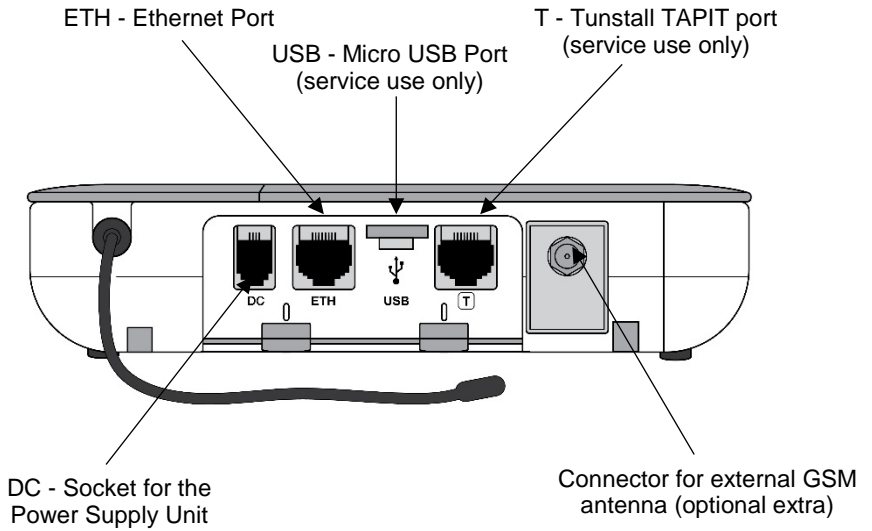
Your Tunstall Smart Hub

The Tunstall Smart Hub is connected to the mains power supply and has a built in battery in case of mains power failure. The Smart Hub connects to a cellular network, via a SIM card, enabling you to generate an immediate call for help when and if you need it. This will connect you to the monitoring centre, via the Smart Hub's powerful loudspeaker and microphone, where trained operators will provide you with the assistance you require.

In the background the Smart Hub regularly sends its status via heart beats to the Device Management Platform (DMP). The DMP will allow trained operators to remotely configure the Smart Hub based on your individual needs.

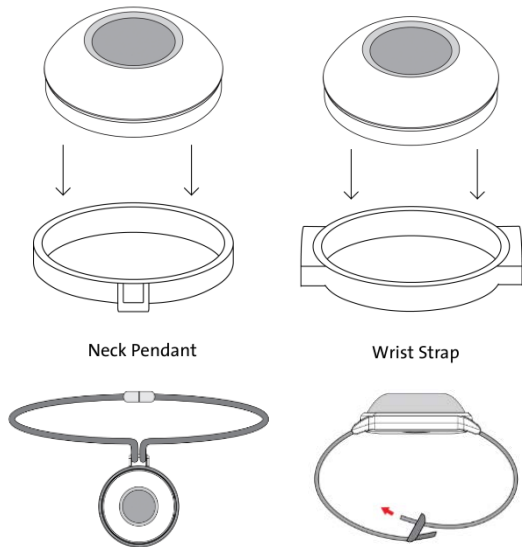


The rear of your Smart Hub



Your pendant

Your pendant is wirelessly connected to your Smart Hub and enables you to generate a call for help from anywhere in your home or garden. The pendant should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. The pendant is water resistant (to IP67 standard) up to 1m. It can be worn in the shower however wearing it in the bath should be avoided where possible.



The pendant has the below features:



Water resistant



Internal radio range
= 50m (typical)
External line of sight
radio range = 200m+

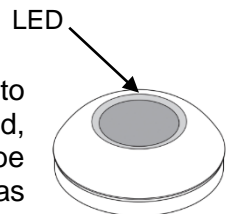


Auto low battery*

* The pendant will automatically send a notification call via the Smart Hub™ to the monitoring centre when its battery is low.

LED indication on the pendant

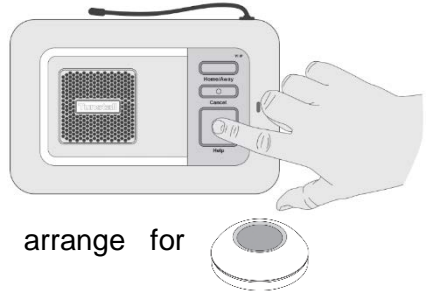
When pressed, the red LED on the pendant will light up to indicate activation. If the red LED flashes when pressed, this indicates that the pendant battery is low and should be replaced. The LED will turn green when the Smart Hub has received the signal from the pendant.



Using the Tunstall Smart Hub

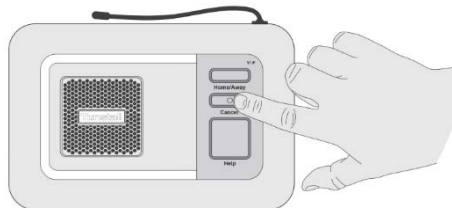
Making an alarm call

Press the button on the pendant or the red help button on the Smart Hub. The Smart Hub will announce, “Do not worry, contacting assistance”. The call will be answered by an operator at the monitoring centre. Tell the operator why you have generated the alarm call and they will arrange for assistance.



Cancelling an alarm call

After the help button is pressed, wait 5 seconds, and then press the green cancel button. The Smart Hub will announce “the alarm call has been cancelled”. This in-built delay prevents accidental cancellation of an alarm.



False alarms

If you accidentally generate an alarm, please do not worry as the monitoring centre operators are always happy to hear from you and the raising of the alarm acts as a useful test of your Smart Hub.

Warning/status lights on the Tunstall Smart Hub

The Smart Hub has warning and status lights to clearly indicate its status based on the below.

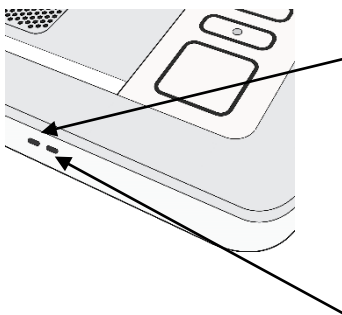
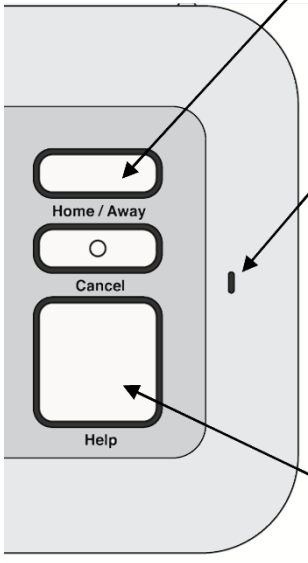
Home/away button (yellow LED)	Smart Hub status
On	Away mode
Off	Home mode

Status LED (green/red)	Smart Hub status
Green LED on	Normal mode
Red LED flashing (1 every 4 seconds)	Low internal battery
Red LED flashing (1 every second)	No external communications
Red/green flashing	Reduction in radio range
Yellow LED flashing	Configuration/software update in progress

Help button (red LED)	Smart Hub status
On	Normal mode
Flashing (1 every 4 seconds)	Normal mode running on battery
Flashing (1 every second)	Alarm in progress

Cellular signal strength status LED	
Green	Strong signal
Yellow	Good signal
Red	Poor signal
White	No SIM or network connection
Flashing white	Incorrect SIM PIN

Ethernet connection status LED	
Green	Connected to the router and has internet access
Orange	Connected to the router and has no internet access
Off	Not connected to the router



How to respond to announcements

Announcement	What to do
"Warning – there is no mains power"	Check the Smart Hub is plugged into a working electrical socket.
"Warning – reduction in radio range detected"	Check that the Smart Hub is not close to any other electrical devices such as a computer, television, fan, mobile phone. If so, turn-off or move the equipment away from the Smart Hub.
"Warning – battery low"	Check the Smart Hub is plugged into a working electrical socket.
"The mains power is restored"	Nothing, power has been reconnected to the Smart Hub.
"Cellular data connection failure"	The unit is unable to find cellular coverage. Contact your service provider.
"Cellular data connection restored"	Cellular coverage has reconnected.
If the warnings persist please contact your supplier.	

Programming pendants and sensors

While your Smart Hub comes with a pre-programmed pendant, if you have purchased an additional pendant or a telecare sensor follow the step-by-step instructions to program them in:

- Step 1 Press and hold down the green cancel button until it beeps (approximately 5 seconds). Release the cancel button, the Smart Hub announces “Programming Mode” and the red alarm button flashes slowly.

- Step 2 Press and hold down the green cancel button again until it beeps (approximately 3 seconds). Release the cancel button, the Smart Hub announces “Registration Mode” and the red alarm button flashes rapidly.

- Step 3 Activate the pendant or telecare sensor, the Smart Hub will beep to confirm acceptance.

- Step 4 Press and release the green cancel button. The Smart Hub will beep (programming mode exited).

- Step 5 Test the pendant or telecare sensor by activating it and ensuring it raises an alarm call.

Alternatively you can contact the response centre by pressing the help button and they can remotely program the pendant or telecare sensor in for you.

Removal of pendants and sensors

If you have lost or no longer use the pendant or sensor, the Smart Hub will alert that the sensor is missing. To stop these alerts the sensor needs to be de-programmed from your Smart Hub. Please contact the response centre who will be able to de-programme the pendant or sensor for you.

Help and advice

Do's

- Wear your pendant at all times.
- Test your Smart Hub on a monthly basis with the monitoring centre.
- Keep the Smart Hub connected to the mains power at all times.
- Dust the Smart Hub and pendant with a soft cloth which can be slightly moistened with a gentle detergent if required.

Don'ts

- Expose the Smart Hub to water or other liquids.
- Connect cables other than those supplied with the Smart Hub.
- Move the Smart Hub from the location that it was originally installed.
- Move objects close to the Smart Hub that are made of metal or create lots of noise or heat, such as televisions, radios, washing machines, microwave ovens, Wi-Fi routers, mobile phones, laptops etc.

Battery Information

All batteries should be disposed of in accordance with the latest legislation.

CAUTION: Do not ingest battery, Chemical Burn Hazard.

The pendant with this product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment is not closed securely, stop using the product and notify your supplier. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Technical Details

Weight:	680g (1kg packaged)
Dimensions:	185mm x 122mm x 41mm (WxLxD)
Mains power:	120V- 240V ac
Stand-by battery:	2000mAh capacity (continually internally charged)
Back-up time:	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)
Pendant battery:	3V Lithium (changeable) with up to 5 year life
Cellular:	GSM/GPRS/Edge/UMTS
GSM frequencies:	850Mhz (B5) 900Mhz (B8) 2100Mhz (B1)

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
Design manufacture:	ISO9001:2008
RoHS compliant:	2011/65/EU



Contact Details

Australia Tunstall Healthcare
Locked Bag 1
985 Kingsford Smith Drive
Eagle Farm
Q 4009
AUSTRALIA

Telephone: 1800 603 377
Fax: 1800 435 570

Sales enquiries: sales@tunstallhealthcare.com.au
Support enquiries: info@tunstallhealthcare.com.au

www.tunstallhealthcare.com.au

New Zealand Tunstall New Zealand
PO Box 13153
Tauranga 3110
NEW ZEALAND

Telephone: 0800 488 678
Fax: 07 571 2685

Sales enquiries: sales@tunstall.co.nz
Support enquiries: info@tunstall.co.nz

www.tunstall.co.nz

tunstall.com

Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document.

© 2016 Tunstall Group Ltd.

®Tunstall and Smart Hub™ are registered trademarks

D5727002A

