The **Lifeline Vi** is Tunstall's sixth generation home unit and **sets a new benchmark in the development of telecare solutions.** It's the most technically advanced, flexible and simple to use telecare platform we've ever made.

Lifeline Vi

Clever, not complicated

Tunstall

New features

The **Lifeline Vi** and **Lifeline Vi+** incorporate all the functionality of their predecessor, but also include new and improved features, making it even easier to provide an outstanding telecare service.

User features	Lifeline Vi	Lifeline Vi+
★**NEW** **Multiple positioning options -** flat, table stand or wall mount (requires additional parts)	✓	✓
★**NEW** **Ergonomic design -** a contemporary, compact design to fit into the modern home environment with removable speaker cover for easy cleaning	✓	✓
★**IMPROVED** **Power consumption -** 75% cheaper to run using new power adaptor	✓	✓
★**IMPROVED** **High speech quality -** with added automatic gain control	✓	✓
★**IMPROVED** **Clear audible messages -** providing clear and intuitive feedback to the user	✓	✓
Telephone answering with personal trigger - users can answer incoming telephone calls hands-free by simply pressing their personal trigger	✓	✓
Easy switching between hands-free and handset mode - hands-free calls can easily be made private by picking up the handset of a connected telephone	✓	✓
Configurable audible ringing - can be set up to get progressively louder the longer the call goes unanswered	✓	✓
Automatic audible warning alerts - the unit alerts the user to mains and telephone line failure/resumption with a visual and audible signal	✓	✓
Optional local audible warnings - non-critical warnings such as mains failure can be turned off at night to avoid disturbing the user	✓	✓
Technical call queuing - if the telephone is in use, non-critical calls (e.g. low battery warning) will be queued until after the call has ended, thereby not interrupting the call	✓	✓
Ability to signal a 'beep' - if the user is unable to speak in the event of an alarm, they can press their personal trigger during an alarm call to signal to the monitoring centre	✓	✓

Safety features	Lifeline Vi	Lifeline Vi+
★**NEW** **Pendant test reminder -** automated test function to encourage pendant testing and reduce the impact of test calls on operator efficiency	✓	✓
★**NEW** **Radio interference monitor -** detects continuous RF blocking and provides audible and visual warning to the user and alarm call to monitoring centre in line with EN50134	✓	✓
★**NEW** **Integral ambient temperature sensor -** with adjustable high and low temperature settings	✓	✓
★**IMPROVED** **Periodic calls -** an automatic test call can be set up to ensure the unit is working properly	✓	✓
★**IMPROVED** **Back up battery time -** providing continuity of service during a power outage	40 hours	40 hours
Backup battery monitoring - unit reports the status of its backup battery to the monitoring centre	✓	✓
869 MHz European Social Alarm frequency - compatible with Tunstall's full range of telecare sensors	✓	✓
Radio reliability - the EN300 220-2 (2010) Category 1 radio receiver ensures that signals from sensors are reliably received	✓	✓
STMF technology* - patented technology to ensure more reliable communication to a PNC monitoring centre* over GSM and NGN networks	✓	✓

*STMF is only supported by monitoring centres using PNC. Not all PNC monitoring centres are compatible, and those using the STMF for the first time will require a visit from a Tunstall Engineer to configure the system.

How it works

Users can call for help by pressing the large button on the Lifeline Vi, or by pressing the red button on their pendant anywhere in the home. The call is raised to the 24-hour monitoring centre where caller details (caller's name, address and relevant medical conditions), are displayed on-screen.

The operator is able to communicate with the caller through the Lifeline Vi unit's loudspeaker/ microphone and decide upon an appropriate course of action. This may be calling a relative or the emergency services.

The Lifeline Vi is also a hub for telecare in the home, monitoring the environment 24 hours a day for events. A range of sensors are available which can be chosen according to the needs of the user. Placed discreetly around the home, the wireless sensors detect problems such as fire, flood or gas leaks and automatically raise a local, audible alarm as well as communicating with the Lifeline Vi to send an alarm to the monitoring centre via the telephone line.

Where an onsite carer is available, the Lifeline Vi+ can be programmed to send alerts to a pager to enable them to respond.* The pager can be linked to a vibrating under pillow pad which will ensure the carer is woken if the telecare system detects a problem during the night, but can otherwise sleep peacefully.

The system can incorporate PIRs (Passive Infra Red Detectors) to provide intruder monitoring and can be configured to alert if someone has left their bed, or indeed their home, and has failed to return safely within a pre-determined inactivity timeframe indicating a potential problem, where this is appropriate.

The Lifeline Vi+ is an enriched version of Lifeline Vi for customers who require ultimate functionality and flexibility.

* Requires additional equipment

Programming and installation features	Lifeline Vi	Lifeline Vi+
★NEW **Installer keypad -** advanced local programming using installer keypad with display	✓	✓
★NEW **Caller Line Identification date & time -** provides ability to ring home unit to auto set date and time **	✓	✓ (unit also announces date and time)
★IMPROVED **Advanced local programming -** downloadable PC Connect software application for programming of home unit via a connected PC or laptop (requires USB TAPIT programming interface) now 3 times faster	✓	✓
Telecare sensor inputs - the number of sensors that can be linked to the home unit	15	35
10 telephone numbers (Monitoring Centre, Personal Recipient, POTS) - allows a different number to be dialled depending on what generates the alarm by routing calls to the most appropriate recipient	✓	✓
Plug & Play registration - telecare sensors can be assigned quickly and easily, together with their location within a dwelling, reducing installation times	✓	✓
Local programming - basic parameters and quick codes can be carried out using a normal telephone handset	✓	✓
Range test and walk test features - allow the radio range of the pendant and telecare sensors to be easily tested	✓	✓

Service support features	Lifeline Vi	Lifeline Vi+
★NEW **Multi protocol support -** including TTNew, TT92, TT21 and BS8521	✓	✓
Intelligent speech switching - ensures the best quality of speech depending on how the alarm was generated (requires PNC4 or later monitoring centre)	✓	✓
Automatic British Summer Time update - removes the need to manually adjust the clock on the unit*	✓	✓

**Requires Caller Line Identification (CLI) on the telephone line

Designed with **attention to detail**

- Total product size **reduced by 46%** and footprint **reduced by 34%***

- **Contemporary light pipe feature on buttons**

- **Embossed cancel button** to support visually impaired users

- **Hard capped buttons** improve tactility

- **Removable speaker cover** for easy cleaning

- **Subtle button labelling** for ease of use

- **Table stand or easy wall mount** options**

- **The portable installer keypad**** is compact and robust, and connects to the Lifeline Vi/Vi+ to enable easy Programming via its integrated display. The keypad can also act as an ID card holder, with two attachment points allowing it to be attached to a lanyard or a belt clip. What's more, we've also made it backward compatible with the Lifeline Connect and Connect+

* Compared to Lifeline Connect
** Available Winter 2012

Table stand

Wall mount

Installer keypad

Lifeline Vi home unit

Tunstall

Connectivity features	Lifeline Vi	Lifeline Vi+
GSM module compatible - enables the home unit to send alarm calls via mobile telephone networks where a normal telephone connection is not available (requires GSM Module 36600/03)	✓	✓
Hardwired input - for connection from other devices	✓	✓
Hardwired output - for connection to other devices		✓
MyLife compatible - enables home unit to turn on/off electrical appliances using X10 and also communicate with the DDA pager solution		✓
Inductive loop compatible - allows television and alarm call sounds to be replayed to the user's hearing aid to improve quality of television viewing and help them hear the monitoring centre		✓

STMF Technology

Both Lifeline Vi and Lifeline Vi+ incorporate the Tunstall-patented STMF (Sequential/Single Tone Multi Frequency) technology that helps ensure its products continue to operate effectively on next generation (NGN) and GSM networks.

There are now a number of telecom providers in the UK operating NGNs, providing increased capacity and speed and supporting all telephony services – including voice, data, video and internet. However, there are some concerns that NGNs may cause protocol signalling issues for social alarm/telecare providers using analogue DTMF (Dual Tone Multi Frequency). The potentially life-saving STMF technology offers enhanced reliability and resilience to voice and data transmission. Lifeline Vi and Vi+ can be easily configured to use either DTMF or STMF, or both, depending upon the capability of the PNC monitoring centre.

For further information please contact the Helpdesk on 0844 855 1564.

Key features	Lifeline Vi	Lifeline Vi+
★**IMPROVED Away mode button -** suspends inactivity monitoring and switches to intruder monitoring mode. Mode clearly indicated by illuminated button	✓	✓
Intruder alarm functionality - a simple to use, zoned intruder system that can be armed by a press of a personal radio trigger to give additional user protection and reassurance against the fear of crime	✓	✓
Event based configuration - all events are configurable to select the required behaviour and response to events	✓	✓
Basic inactivity monitoring - checks for inactivity over a 12 or 24 hour period	✓	✓
Basic fixed-phrase personal recipient speech - personal call recipients will hear 'This is an alarm call from unit 1234' only	✓	✓
★**NEW Voice announcer function -** with flexible recording times and the ability to play reminders when sensors are activated		✓
★**IMPROVED Virtual Sensors -** intelligently process a series of events to determine an alarm condition and ensure the most appropriate action is taken. Three virtual sensors are available - inactive client in room; bed/chair absence and property exit. NOW ENHANCED to include not in and not out of bed alerts, and weekday/weekend settings		✓
★**IMPROVED Reminder facility -** reminds the user about key information e.g. medication times with automatic reminder messages that have configurable acknowledgement options. NOW ENHANCED with calendar based functionality including single, daily, weekly or monthly reminders		✓
Advanced personal recipient speech - enhances the information provided to personal call recipients by adding the type of telecare sensor that generated the call along with its location and battery state		✓
User recordable messages - allows messages to be recorded and used to replace fixed phrases for reassurance, personal recipients (This is an alarm call from Mrs Smith) and reminder purposes		✓
Integrated ADLife - Activities of Daily Living monitoring capability (requires a data capture facility). For further information please refer to the ADLife solutions sheet		✓
Critical visits management facility - enables an alert to be raised if a carer has not made and confirmed a scheduled visit to the user's home		✓
Auto Answer - allows the home unit to answer calls from known telephone numbers, e.g. monitoring centre, enabling remote programming to be carried out without disturbing the user (requires Caller Line Identification on telephone line)		✓
Keyless door entry - allows authorised entry into a user's dwelling on activation of an alarm call without the need for an external key safe or a key holder to respond. Requires power supply and electric lock release		✓
Advanced inactivity monitoring - increases the flexibility of inactivity monitoring by allowing for inactivity to be checked over two separate time windows		✓

Technical details

Lifeline Vi

Weight:
572g (939g packaged)

Dimensions: (WxLxD)
185 x 122 x 41mm

Telecare connectivity:
15 radio trigger/sensor inputs, 1 hard-wired input

Protocols:
TT21 (DTMF and STMF), TT92 (DTMF and STMF), BS8521 (DTMF), TTNEW (DTMF)

Lifeline Vi+

Weight:
572g (939g packaged)

Dimensions: (WxLxD)
185 x 122 x 41mm

Telecare connectivity:
35 radio trigger/sensor inputs, 1 hard-wired input, 1 hard-wired output

Protocols:
TT21 (DTMF and STMF), TT92 (DTMF and STMF), BS8521 (DTMF), TTNEW (DTMF)

Lifeline Vi and Lifeline Vi+

Mains power:
230V ac 13A electrical socket (3 watts)

Stand-by battery:
1200mAhr capacity (continuously internally recharged)

Back-up time:
Minimum 40 hours of standby operation, with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)

Radio frequency:
869.2125MHz, compliant with European Social Alarm frequency band

Environment

Temperature:
Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C

Humidity:
Operating relative humidity (non-condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

Standards

EMC:
EN55022, EN55024, EN50130-4, EN301489-1, EN301489-3

Safety:
EN 60950

Radio:
ETSI EN300 220-2 Category 1*

CE:
Compliant

Social alarm:
EN50134-1 (system requirements), EN50134-2 (trigger device), EN50134-3 (local unit and controller)

Design, Manufacture, Installation and Service:
ISO9001:2008

Warranty:
3 year return to base warranty. This can be optionally extended by a further 2 years

Part Numbers:

Lifeline Vi & MyAmie	57000/320
Lifeline Vi+ & MyAmie	57100/320
Wall mount	D5102130
Table stand	D5102132
Installer Keypad	51900/10

*Please Note: Category 1 receivers are for use within highly reliable Short Range Devices serving human life inherent systems where failure may result in a physical risk to a person.

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

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