

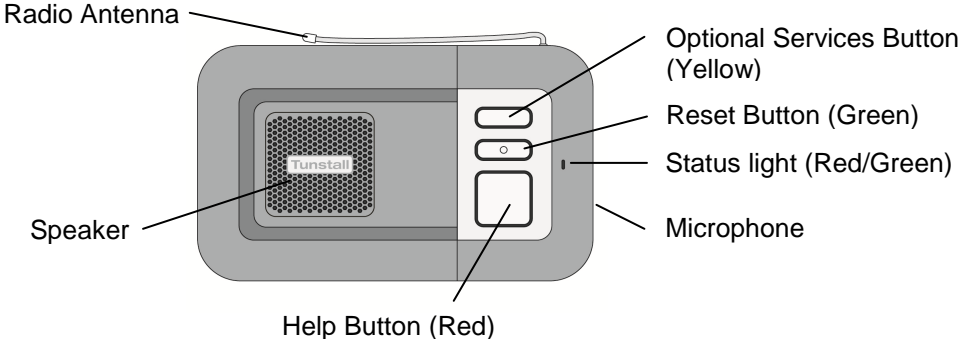
# Tunstall Vi/Vi+ User Guide



**Tunstall**

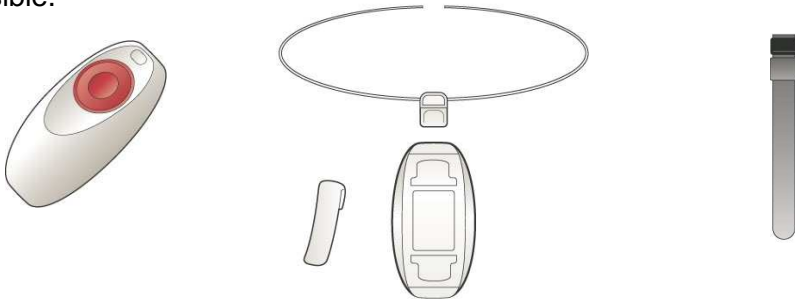
## Your Tunstall Vi home console unit

The Tunstall home console unit is connected to the mains power supply and your telephone line. It enables you to generate a call for help when and if you need it by immediately contacting a monitoring centre who will be able to provide you with the assistance you require.



## Your Help Activator

Your Help Activator is wirelessly connected to your Tunstall home console unit and enables you to generate a call for help from anywhere in your home or garden. The personal trigger should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. Help Activators are 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 Help Activator has the below features:



Waterproof



Up to 390ft radio range (free space)



Auto Low Battery\*

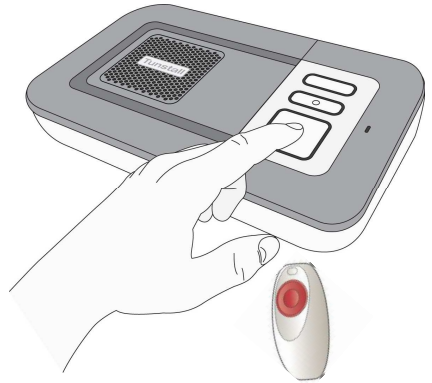
**\*NOTE:** The trigger will automatically send a notification call via the home console unit to the monitoring centre when its battery is low.

For installation instructions please visit [tunstallamac.com/?????](http://tunstallamac.com/?????)

## Using the PERS

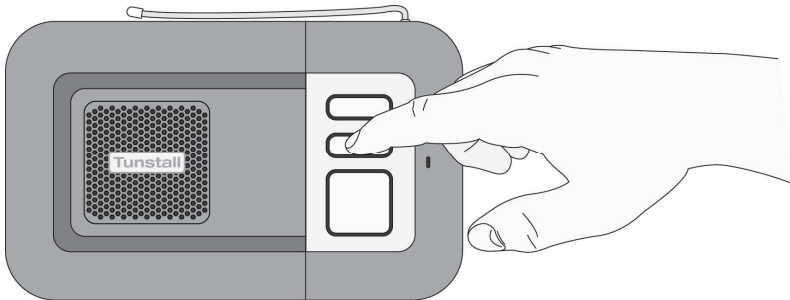
### Making an alarm call

Press the red button on the Help Activator or the red alarm button on the home console unit. The home console unit will announce 'Do not worry your alert system is dialling for assistance'. The call will be answered by an operator at the response center. Tell the operator why you have generated the alarm call and they will arrange for assistance.



### Cancelling a Help call

Wait 5 seconds (after the alarm button is pressed) and press the green reset button. The home console unit will announce 'The emergency call has been cancelled'. This in-built delay prevents accidental cancellation of an alarm.



### Answering calls remotely via the portable Help Activator

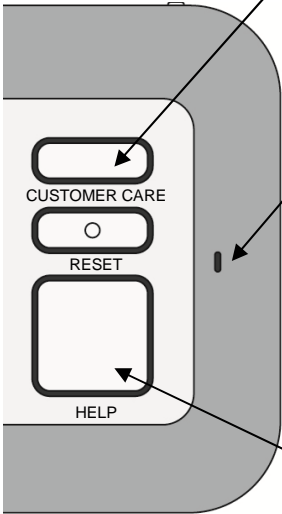
The Help Activator can be used to answer incoming telephone calls by pressing the Help Activator button while the telephone is ringing. When pressed, the home console unit will answer the call in hands-free mode using the loudspeaker. To revert to handset mode, just pick up the handset of a connected telephone. To end a hands-free call, press the button on the Help Activator again or press the reset button. Calls can also be answered in hands-free mode at the home console unit by pressing the reset button.

## False alarms

If you accidentally raise a false alarm, please do not worry as your response center is always happy to hear from you and the raising of the alarm acts as a useful test of your home console unit.

## What the Warning/Status lights on the home console unit indicate

The home console unit has warning and status lights to clearly show the unit's status lights on the home console unit provide indications of its status based on the below.



The diagram shows a side view of the home console unit with three main components labeled: 'CUSTOMER CARE' (a button with a circle), 'RESET' (a button with a circle), and 'HELP' (a large square button). A small vertical light indicator is located to the right of the 'RESET' button. Arrows point from the text tables to these components: the top table points to the Home/Away Button, the middle table points to the Status LED indicator, and the bottom table points to the HELP button.

Home/Away Button (Yellow)	Home console unit status
On	Away mode
Off	Home mode
Flashing	Intruder entry/exit time period

Status LED (Green/Red)	Home console unit status
Green LED on	Normal mode
Red LED flashing (1 every 4 seconds)	Low battery
Red LED flashing (1 every second)	Telephone line disconnected
Red/Green flashing	Radio blocking detected

Alarm Button (Red)	Home console unit status
On	Normal mode
Flashing (1 every 4 seconds)	Normal mode running on battery
Flashing (1 every second)	Alarm mode

## The light on the Help Activator indicates

When pressed the red light on the Help Activator will light up. This is to indicate that the button has been pressed. If the light flashes when pressed this indicates that the Help Activator battery is low and should be replaced.

## How to respond to announcements

Announcement	What to do
'Warning – telephone line disconnected'	Check the home console unit is plugged into a working telephone socket
'Warning – there is no mains power'	Check the home console unit is plugged into a working electrical socket
'Warning - Radio blocking detected'	Check that the home console unit 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 home console unit and check if this stops the warning.
'Warning – battery low'	Check the home console unit is plugged into a working electrical socket
'The mains power is restored'	Nothing, power has been reconnected to the home console unit.
'Test Reminder – please press personal trigger'	Press your Help Activator and follow the next announcement
Press the green cancel button to complete the test	Press the cancel button on the home console unit, the unit will then announce 'Test completed'.
If the warnings persist please contact your supplier.	

## Help and advice

### Dos

- Wear your Help Activator at all times.
- Test your home console unit on a regular basis.
- Keep the home console unit connected to the mains power at all times.
- Dust the home console unit/Help Activator with a soft cloth which can be slightly moistened with a gentle detergent if required.

### Don'ts

- Expose the home console unit to water or other liquids.
- Connect cables other than those supplied with the home console unit.
- Move the home console unit from the location that it was originally installed
- Move objects close to the home console unit that either; create lots of noise, heat, or are made of metal such as a televisions, radios, washing machines, microwaves, WiFi routers, mobile phones, laptops etc.

# FCC Notices - USA

## Federal Communications Commission (FCC) notices

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior of the cabinet of this equipment is a label that contains, among other information, a product identifier in the format **US:G2XAL03B57004**. If requested, this number must be provided to the telephone company.

- ACTA Registration Number: **US: G2XAL03B57004**
- Ringer Equivalence Number (REN): **0.3**
- Facility Interface Code (FIC): **02LS2**
- Service Order Code (SOC): **9.0F**
- USOC Jack Type: **RJ11C**

## Universal Service order Code (USOC): RJ11C

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

## Ringer Equivalence Number (REN): 0.3

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

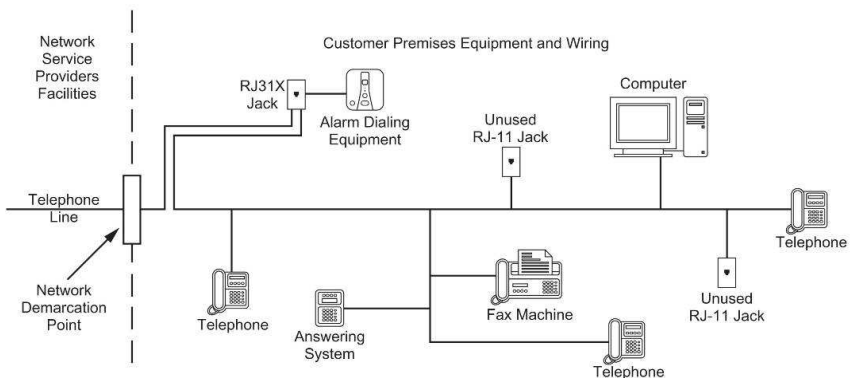
The telephone company may make changes to its facilities, equipment,

operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

This equipment (home console unit) contains no user serviceable parts. If trouble is experienced with this equipment, for repair or warranty information please call your service provider. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment (home base) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the following figure. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the RJ31X jack and alarm dialing equipment for you. **Possible change to Alarm Dialing Equipment pic below**



For installation instructions please visit [tunstallamac.com/?????](http://tunstallamac.com/?????)



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult Customer Care or contact your Service Provider.

**HELP Activator (Part Number 63604/12)**

**FCC ID: G2X-6360412**

**This Device complies with Part 15 of the FCC Rules.**

**Operation is subject to the following two conditions:**

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# Radio Equipment - Canadian Warning Statements

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## Francais

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

For installation instructions please visit [tunstallamac.com/?????](http://tunstallamac.com/?????)

## Battery information

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

## Technical Details

Weight:	2.0lb (939g Packaged)
Dimensions:	7.28" x 4.80" x 1.61" (185mm x 122mm x 41mm) (WxLxD)
Mains power:	110 to 120v DC power receptacle
Stand-by battery:	1200mAh capacity (continually internally charged)
Back-up time:	30 hours of stand-by operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	312.00MHz
REN:	0.3
Radio Range:	390ft (120m) in free space
External connections:	10ft (3m) telephone line cord with type RJ11 plug, DC power adapter with 10ft (3m) cable

An optional RJ31x line cord 10ft (3m) part number XD3605044A is available – Contact Customer Care 1-877-903-5111

Help activator battery: 3V Lithium (not changeable) with up to 7 year life

## Environmental

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

US:	FCC CFR47 part 15, FCC CFR47 part 68, ETL/UL1637, ETL/UL1635
Canadian:	CETL/CSA22.2 No 205, RSS210
Design and Manufacture:	ISO9001:2008



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