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Lifeline Vi/Vi+

Clever, not complicated

What is it?

The Lifeline Vi and Vi+ are simple to use telecare home alarm units which support independent living, by enabling the home environment to be monitored 24 hours a day.

Who is it for?

Ideal for anyone needing extra support to maintain independence at home, the Lifeline Vi and Vi+ can provide reassurance and confidence. They are suitable for older people living alone, individuals recuperating after a hospital stay and anyone with reduced mobility or long term health conditions.

How does it work?

The Lifeline Vi and Vi+ hub units link with a wide range of telecare sensors and connect directly to a monitoring centre through a telephone line.

Users can press a button on the Lifeline Vi/ Vi+ hub or wearable pendant to call for help. The monitoring centre operator is able to respond to the caller through the unit's loudspeaker/microphone and take appropriate action, such as contacting a family member, carer or the emergency services.

Detecting risks such as fire, flood or gas leaks, additional sensors placed discreetly around the home can automatically raise an alarm. PIR (passive infrared) detectors can be incorporated to provide intruder monitoring or alert if someone has left their bed or home or has failed to return safely within a predetermined timeframe.

Benefits

- 24 hour monitoring and support - round the clock reassurance to support independent living

- Multiple management options - with event-based reminders, recorded messaging, customised alerts and alarm response options available to help manage care and support

- Safety and security - with a range of sensors to monitor events in the home environment, inactivity or intruders

- Reliable reassurance - using patented STMF technology* Tunstall facilitates reliable communication to a PNC monitoring centre* over GSM and NGN networks

- Simple installation and configuration - with a portable installer keypad to enable straightforward programming on site

*STMF is only supported by monitoring centres using Tunstall's 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.

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User features	Lifeline Vi	Lifeline Vi+
Multiple positioning options - flat, table stand or wall mount (requires additional parts)	✓	✓
High speech quality - with added automatic gain control	✓	✓
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	✓	✓
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	✓	✓
Voice announcer function - with flexible recording times and the ability to play reminders when sensors are activated	✓	✓
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		✓
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		✓

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User features

User features	Lifeline Vi	Lifeline Vi+
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		✓
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		✓

Safety features

Safety features	Lifeline Vi	Lifeline Vi+
Pendant test reminder - automated test function to encourage pendant testing and reduce the impact of test calls on operator efficiency	✓	✓
Radio interference monitor - detects continuous RF blocking and provides alarm call to monitoring centre in line with EN 50134	✓	✓
Integral ambient temperature sensor - with adjustable high and low temperature settings	✓	✓
Periodic calls - an automatic test call can be set up to ensure the unit is working properly	✓	✓
Backup 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 EN 300 220-2 (2010) Category 1 radio receiver ensures that signals from sensors are reliably received	✓	✓
STMF technology* - patented technology facilitates reliable communication to a PNC monitoring centre* over GSM and NGN networks	✓	✓

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Programming and installation features

	Lifeline Vi	Lifeline Vi+
Installer keypad - advanced local programming using installer keypad with display	✓	✓
Caller Line Identification date & time - provides ability to ring home unit to auto set date and time	✓	✓
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+
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	✓	✓

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 36600/07A)	✓	✓
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. Special kit required (MyLife and Hardware output)	✓	✓

Why Tunstall?

Over the last sixty years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating Connected Healthcare solutions that support more than five million people and their families across the world.

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.

The Lifeline Vi/Vi+ package

The service includes the Lifeline Vi/Vi+ unit and personal pendant.

Specification

Technical

Dimensions:
185 x 122 x 41mm (W x L x D)

Weight:
572g (939g packaged)

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

(Vi+) 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)

869 MHz European Social Alarm frequency compatible with Tunstall's full range of telecare sensors

Specification

Standards

EMC:
EN 55022, EN 55024, EN 50130-4, EN 301489-1, EN 301489-3

Safety:
EN 60950

Radio:
ETSI EN 300 220-2 Category 1*

CE:
Compliant

Radio equipment directive (RED):
Compliant

Social Alarm:
EN 50134-1

Trigger device:
EN 50134-2

Design, Manufacture:
ISO9001:2008

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

* 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.

Part numbers

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

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%

We help you provide…

- **Intelligent, unobtrusive, person-centred care.**
- **Personalised, proactive and predictive services to improve quality of life.**
- **Integrated health, housing and social care.**

Our products are backed by advice, support and after-sales services and a Customer Satisfaction Centre that is available 24 hours a day, 365 days a year.

For more information please visit:
uk.tunstall.com