

Lifeline 400

www.welbeing.org.uk



Wealden and
Eastbourne Lifeline

Tunstall's Lifeline 400 is at the heart of WEL's Lifeline system. It acts as a main communications hub linking telecare sensors to WEL's monitoring and response centre.

Using the Lifeline 400, WEL offers a high level of care and reassurance to help vulnerable people of all ages to live safely and independently at home.

Lifeline 400 is supplied as standard with either an Amie+ or Gem+ personal radio trigger. The Lifeline 400 can be used to raise an alarm call from anywhere in the home by simply pressing the radio trigger, or the large illuminated red button on the unit. Calls are received at WEL's dedicated 24 hour response centre, where the appropriate action can be taken.

The Lifeline 400 can also provide additional peace of mind and reassurance by monitoring a wide range of events through the use of one hard wired and 12 radio sensor inputs. These include detectors for carbon monoxide, falls, floods, temperature and smoke. Through the use of PIRs, the Lifeline can also provide 24 hour inactivity and intruder monitoring for a greater level of both personal, home security and reassurance.

there for
you, anytime

Lifeline 400 with intruder alarm functionality

Every single household today could benefit from a little extra reassurance, especially when the fear of burglary and crime is on the increase. The resulting devastation caused by an intruder in the home can have lasting effects. With the ease of use and installation of this system it provides the same level of home security as a more complex and less user friendly system.

How does it work?

When the Lifeline 400 is activated the call details are displayed on screen at WEL's 24 hour response centre, showing the type of call and how the call was initiated. Because the Lifeline 400 has a powerful loudspeaker and sensitive microphone, hands free two-way speech can be established between the user and the response centre operator.



Lifeline 400

Lifeline 400 is the ideal system for:

- Elderly, infirm or disabled people
- Individuals who have been discharged from hospital and require additional support and assistance at home
- People subject to domestic violence, racial harassment, repeat victimisation and distraction burglary
- Those living in high crime areas
- People of any age living alone
- Small businesses where individuals are at risk through the handling of valuable goods or money

Features and benefits

New intruder functionality – easy to use, low cost 24 hour property protection.

Plug & Play registration – allows radio sensors to be easily assigned to the Lifeline 400.

Easy installation – completely wireless system so no unsightly wiring.

Flexibility – 12 radio and 1 hard wired input provides added flexibility to address future monitoring requirements.

Ultimate reliability – the EN300220-3 Class 1 radio receiver ensures that signals from sensors are reliably received. A Class 1 radio receiver for ultimate reliability is essential where life critical equipment is used.

Dedicated frequency – Lifeline 400 operates on the dedicated European 869MHz social alarm frequency for reliable, future proofed operation.

Automatic battery monitoring – ensures that the Lifeline 400 calls the 24 hour response centre when the battery in the Amie+ or Gem+ is low without the need for the user to raise a test call.

Extended range – Amie+ and Gem+ personal triggers have an extended range for complete coverage within larger homes and gardens without the need for an 'active' neck cord (up to 50m).

Ease of programming – quick set-up codes provide a quick and easy method of programming Lifeline 400 locally without the need to utilise the resources at the response centre.

Programme option – Lifeline 400 can be programmed to the response centre, or to a dedicated personal recipient.

High quality speed – duplex speech option utilising Hands Free Voice Switching (HVS) technology provides exceptional speech quality.

Easy setting of alarm – the option of an 'away button' for enabling and disabling inactivity and intruder monitoring.

Secure speaker volumes – concealed speaker volume and ringer on / off switch to prevent settings from being changed accidentally.

Answer your phone with a personal trigger – remote call answering facility allows a telephone call to be answered from the comfort of an armchair by pressing the personal trigger.

Instant response – 24 hours a day link to a response centre and/or your mobile phone – so your alarm will not be ignored and immediate action can be taken.

Audible confirmation of an intruder – the response centre can listen in (without being heard by the intruder) to obtain audible confirmation that a burglary is taking place increasing the likelihood of a police response.

Visible intruder alarm – providing a deterrent to would be burglars.

Silent alert feature – the intruder won't be aware that the alarm call has been raised and voices are being recorded at the response centre, which may be used for evidence purposes.

Wireless PIRs – providing low battery warning, they are tamper proof and can be adjusted to accommodate pets.

Easy to zone – intruder monitoring can be zoned, at the touch of a button, upstairs so that the downstairs of a property can be protected overnight while allowing full movement upstairs without triggering an alarm e.g when visiting the bathroom.

Flexible arm/disarm – options available; PIN number, personal radio trigger, arm and disarm trigger.

Bogus caller button – positioned at the front door, this enables help to be summoned if the user feels threatened by a caller trying to gain access.

Panic button – located around the home for added reassurance.



Details

Weight: 680g (1.7kg packaged)

Dimensions: 125 x 55 x 202mm (WxHxD)

Mains power: 230V ac 13A electrical socket

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

Back-up time: 30 hours of stand by operation with one 30 min alarm call (minimum expected at date of purchase and when fully charged)

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

REN: 1

External connections: 3m telephone line cord with type BS 6312 plug top transformer with 3m cable

Environment:

Temperature: Operating temperature (to perform to full specification) = 0C to 45C

Storage = -10C to 50C

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: 1998, EN55024: 1998 EN 50130-4: 1995, ETSI EN 300-683: 1997

Safety: EN 60950: 2000

Radio: ETSI EN 300 220-3 Class 1

CE: Compliant

Social alarm: EN 50134-2 (trigger device)

Warranty: Standard warranty: 3 years return to base 2 year on-site warranty: available on request. Please specify with order

For a demonstration or for more information on Telecare products supplied by WEL telephone **(01323) 644422** or visit our web site at **www.welbeing.org.uk**