

# Lifeline 4000+

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Wealden and  
Eastbourne Lifeline

Tunstall's Lifeline 4000+ is at the heart of WEL's Lifeline system. It is the most intelligent and flexible home hub available today, enabling all available telecare sensors to connect to WEL's monitoring and response centre.

Lifeline 4000+ offers extra levels of care and reassurance to help vulnerable people of all ages to live safely and independently at home.

Lifeline 4000+ uses advanced Plug & Play technology, a comprehensive range of telecare sensors whose locations within a building can be easily registered to the unit, making it simple to address even the most demanding monitoring requirement without specialist knowledge.

## Lifeline 4000+ with medication reminder and intruder functionality

Now enhanced with medication reminder, simple intruder and keyless door entry functionality, Lifeline 4000+ has been designed to provide users with exceptional levels of care and response centres with the ability to easily develop and deliver new services to support independent living.

there for  
you, anytime

Supplied as standard with either an Amie+ or Gem+ personal radio trigger, Lifeline 4000+ incorporates many features that users can benefit from immediately such as eight fast dial buttons for time saving, one-touch dialing.

With its high quality two-way speech, the Lifeline 4000+ provides the ability to answer incoming calls remotely from the comfort of an armchair, by simply pressing a personal radio trigger.

## How does it work?

The 4000+ is linked by either radio signal or directly hard-wired to the customers required sensors and then directly to their telephone. On the activation of a sensor the 4000+ automatically calls the WEL monitoring centre and opens up a hands free connection, allowing 2-way dialogue. At the same time the customers personal information is displayed at the monitoring centre together with information as to how the call was initiated.



Lifeline 4000+

Lifeline 4000+ is the ideal system for:

- Elderly, infirm or disabled
- Individuals discharged from hospital require additional support and assistance at home
- People subject to domestic violence, racial harassment, repeat victimisation and distraction burglary
- People with dementia
- People with hearing Impairment
- People with visual Impairment
- 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

**36 sensor inputs** – 35 radio and 1 hardwired input ensure that Lifeline 4000+ can be linked to a wide variety of sensors to provide exceptional levels of monitoring protection.

**Simple programming** – Lifeline 4000+ can be easily configured using the time saving TAPIT interface. Once a file has been set up, each unit can be simply programmed in just a few seconds.

**Plug & Play sensor registration** – Telecare sensors can be assigned, together with their location within adwelling, simply and easily. EN300 220-3 Class 1 radio receiver - ensures that signals from telecare sensors are received reliably.

**European social alarm frequency** – operates on the dedicated European radio frequency in order to ensure highly reliable, future proofed operation.

**Low battery warnings** – automatic radio trigger battery monitoring ensures that the Lifeline 4000+ calls the response centre immediately when the battery in the Amie+ or Gem+ is low, without the need to raise a test call.

**Duplex speech** – provides exceptional speech quality and hands-free communication.

**Speech messages** – provides reassurance to the user that an alarm call has been raised and to warn of issues such as disconnection of the telephone line.

**Automatically prioritises alarm calls** – up to 10 telephone numbers can be programmed into the unit. This means that if there is no response from the first telephone number, the Lifeline 4000+ will automatically dial the second number on the list and so on ensuring that no call is lost. High priority triggers such as 'fire' or 'intruder' or fall detectors can be programmed to go straight to a specific response centre.

**Sensor identification** – audible user and sensor identification will advise a dedicated personal recipient which smart sensor has been activated.

**Automatic British Summer Time update** – removes the need to manually adjust the clock on the unit.

**Caller line identification (CLI)** – see who's calling before answering. Incoming calls can be identified, indicating the name or telephone number of the caller.

**Extended range** – Amie+ and Gem+ personal triggers have an extended range for complete coverage within larger homes and gardens.

**The intruder alarm** – that can quietly call for help. Used in conjunction with movement sensors or pressure mats, the Lifeline 4000+ acts as a highly effective intruder alarm, that can be set by the user before going to bed or when leaving the house.

**Intruder alarm functionality** – provides a simple to use zoned intruder system that can be armed and disarmed easily by the press of a radio trigger to ensure additional user protection and reassurance against the fear of crime.

**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.

**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.

**Easy to zone** – intruder monitoring can be zoned, and at the touch of a button upstairs the downstairs of a property can be protected overnight.

**Keyless door entry** – allows authorised entry to a user's dwelling on activation of an alarm call without the need for an external key safe or to locate a key holder.

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

**User inactivity** – can be detected by movement sensors and an alarm is raised if no movement is detected for a set period. Temperature sensors can also raise an alarm if the temperature drops too low or rises too high. These features can be suspended when the home is unoccupied.

**Medication reminder facility** – ensures efficient medication compliance through the use of automatic reminder messages that require user confirmation for added peace of mind.

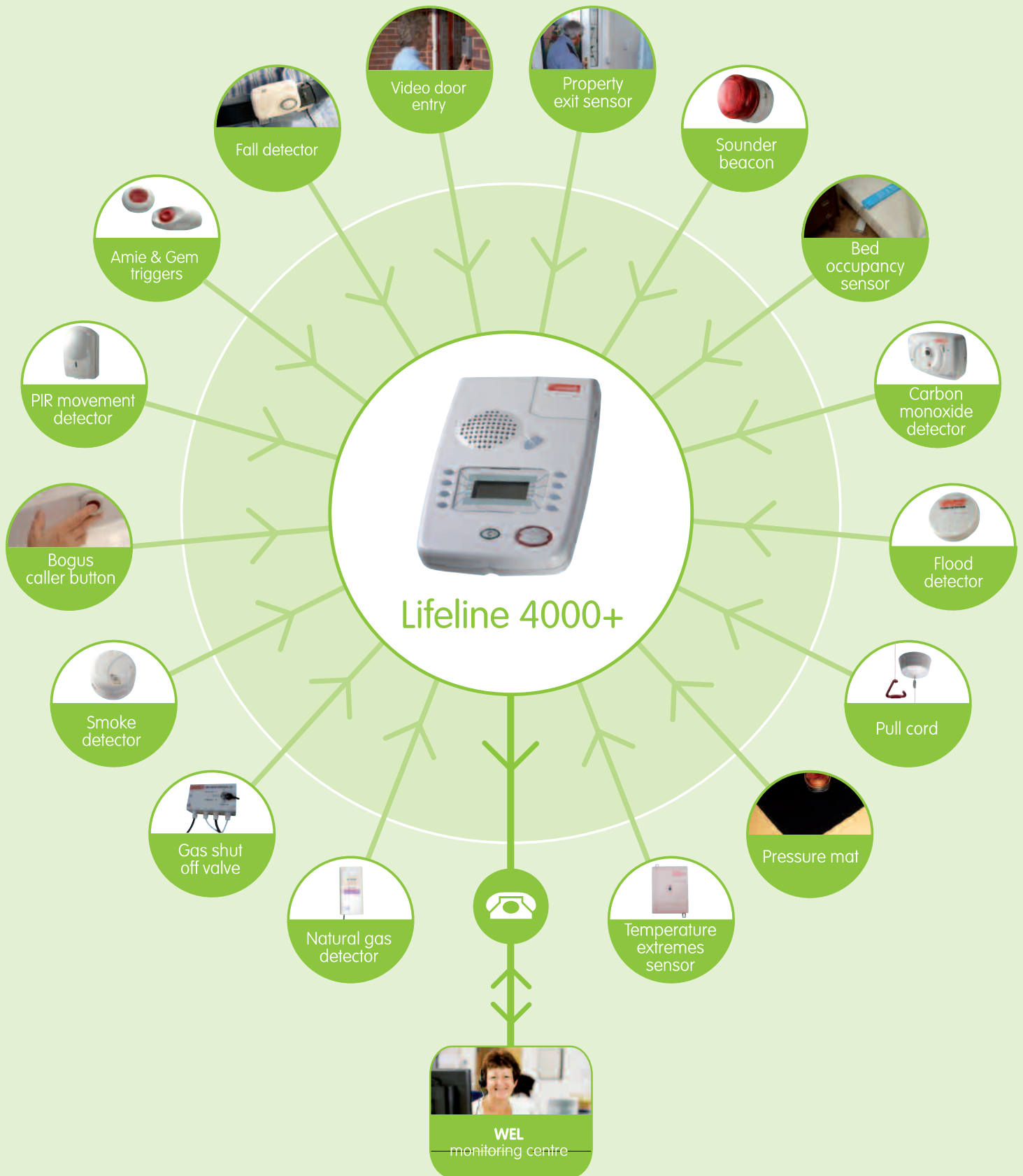
**Attention to detail** – gives added reassurance. Lifeline 4000+ incorporates a host of other reassuring features, which includes verbal confirmation that the client's instructions have been actioned.

**Enhanced monitoring** – personal safety and well being.

**Tailored service packages** – reassurance above and beyond the call. All Lifeline 4000+ units come with a 5-year warranty and a choice of service packages, which can be tailored to suit the needs of each customer.

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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](http://www.welbeing.org.uk)**

# Technical details:

## Main features

- Quick and easy to program with 'Plug & Play' sensor and trigger registration
- Simple assignment of sensor location information and call types
- Operates on the dedicated European 869MHz Social Alarm frequency
- Amie+ or Gem+ trigger with auto battery low reporting and 50 metre range
- ETSI EN 300 220 Class 1 radio receiver – essential for life-critical equipment
- 36 radio inputs for a full range of peripherals including personal radio trigger, pull cord, fall detector, smoke detector, CO detector, temperature extreme sensor, movement sensor (PIR), flood detector
- 1 hard wired input to suit wired peripherals, including pull cord, pressure mat, smoke detector input configuration for normally open or normally closed contacts
- 1 wired output will trigger external device; both normally closed and open contacts provided
- Programming via a control centre, telephone or tapit interface
- Replaceable batteries for service providers
- Remote call answering facility
- Programmable with up to 10 telephone numbers in 10 call sequences



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## Details

**Weight:** 936g

**Dimensions:** 170 x 55 x 233mm(W x H x D)

**Mains power:** 230V ac, 13A electrical socket

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

**Back-up time:** 20 hours of stand-by operation, 15 hours with one 30 min alarm call. (Minimum expected at date of purchase and when fully charged)

**Power consumption:** 10W max.

**Radio frequency:** 869.2125MHz – Compliant with the European Social Alarm Frequency band Radio range: Up to a maximum of 50m in buildings

**REN:** 1

**External Connections:** 3m telephone line cord with type BS 6312 plug.

Plug top transformer with 3m cable

**Environment Operating temp range:**

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:** EN 55022: 1998, EN 55024: 1998,

EN 50130-4: 1995,

ETSI EN 300 683: 1997

**Safety:** EN 60950: 2000.

**Radio triggers:** ETSI EN 300 220-3 Class 1 ETSI EN 300 683.

**CE:** Compliant.

**Radio receiver:** ETSI EN 300 220-3 Class 1

**Social alarm:** EN 50134-2 (Trigger Device)

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