Tunstall SmartLink Guardian 4G

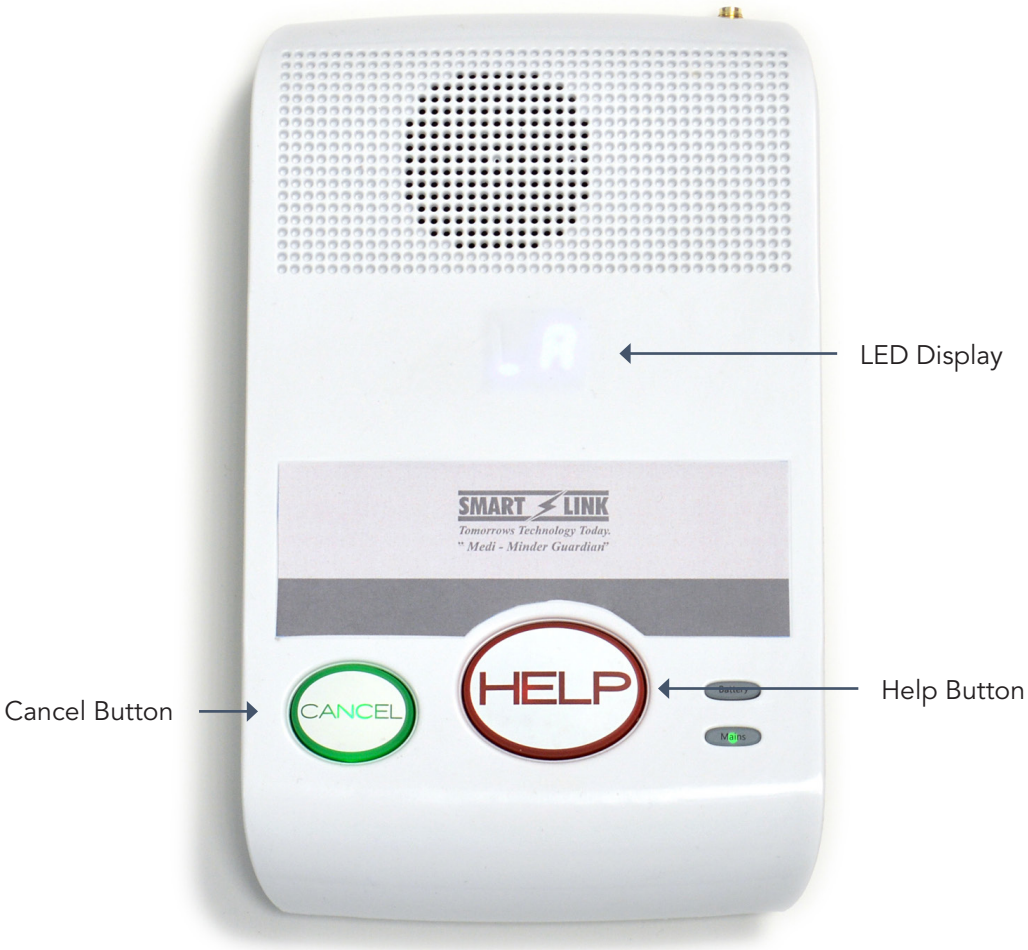
User & Installation Guide

Tunstall

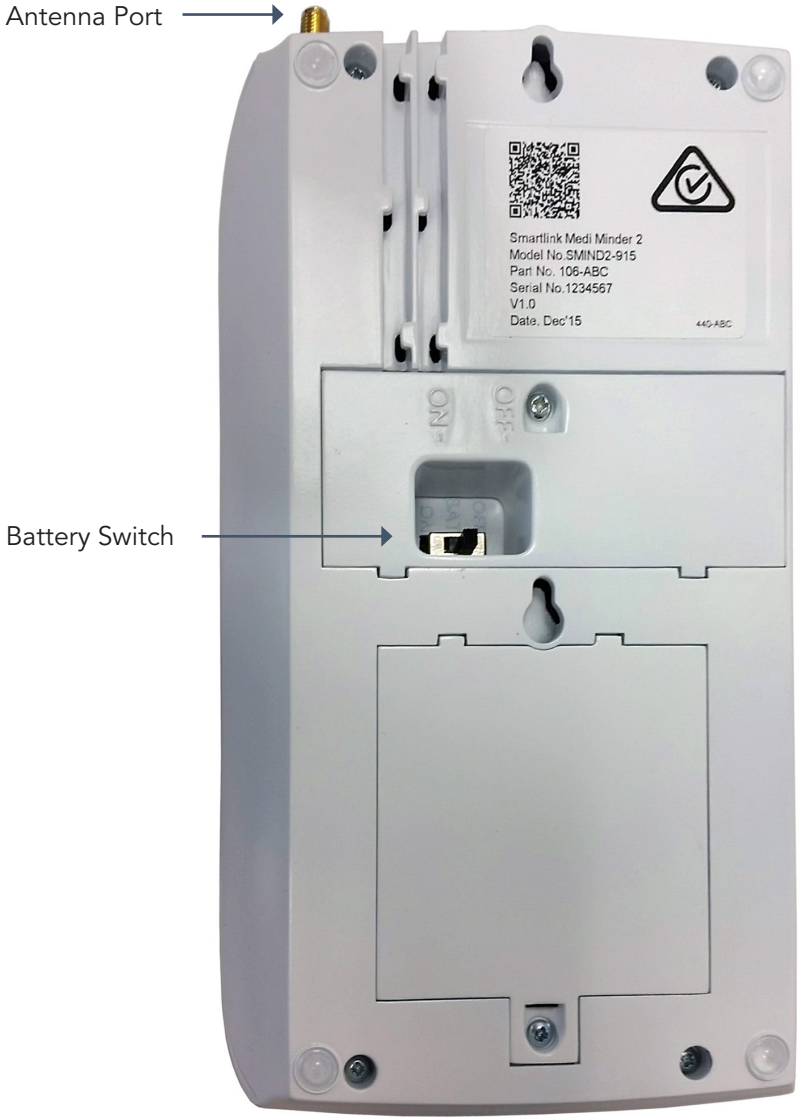
Your Tunstall SmartLink Guardian 4G medical alarm unit

The Tunstall SmartLink Guardian 4G home unit offers connection via the mobile 4G GSM network. It enables you to generate a call for help by immediately contacting the Customer Care Centre, where the Care Consultant will be able to provide you with the assistance you require.

Front view



Back view (Diagram 2)



Getting started

Before you start using your Tunstall SmartLink Guardian 4G alarm, please complete the following instructions.

Please note: This alarm has been pre-programmed to automatically connect to the Tunstall Customer Care Centre.

DO NOT REPROGRAM THIS ALARM.

Step 1 - Unpack the box

Please ensure the following accessory items are enclosed:

Pendant, Neck chain, Wrist Strap with connectors

Optional External antenna (if requested)

Step 2 - GSM connection: (SIM card required)

If your alarm has been provided with a SIM already installed, please skip to Step 3.

SIM card selection

If your alarm has not been provided with a SIM card please arrange and insert a SIM card.

In order to use the GSM mobile network a full sized SIM card must be fitted into the SmartLink Medi Guardian MKII 4G alarm.

- The SIM fits into the slot, as labelled 'SIM'. Insert the SIM card with the gold contact side of the SIM facing down by pushing it into the base alarm unit until it clicks, then release.
- To remove the SIM card, push the SIM card gently into the unit until it clicks and then release. The SIM card will eject and can then be taken out of the base alarm unit.

Note: When operating over a GSM network, the base alarm unit will not work unless there is satisfactory GSM coverage by the SIM service provider, and the SIM is active. See page 7 for further information on status LED signal strength and attaching an external antenna if required.

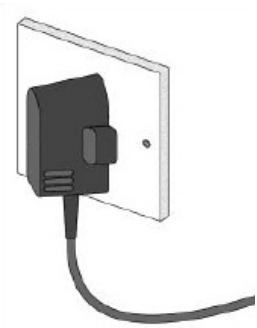
Step 3 - Situate your alarm

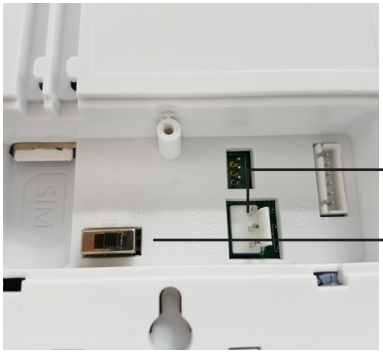
Decide where you wish to situate your new alarm unit in your home. Remember it should be within two metres of a mains power wall socket.

Step 4 - Connect the mains power adaptor

Plug the black mains adaptor into the base alarm unit socket labelled 'POWER' and plug into a power point in your home (mains power).

Turn on both the mains power and the battery switch located underneath the alarm. Wait one minute for the alarm display to go blank.





Step 5- Checking the cellular signal strength

Important: When operating over the GSM mobile network, the base alarm unit requires an average GSM signal in order to operate efficiently.

When the Tunstall SmartLink Guardian 4G unit is in normal/operation mode, press the green cancel button on the base alarm unit and the signal strength will be displayed for two seconds.

0 to 9	The base alarm unit will display the signal strength from 0 to 9. 0-1 = Weak signal 2-5 = Average signal 6-9 = Strong signal The base alarm unit updates the signal strength every minute.

Note: An external antenna is available to purchase for clients in poor GSM coverage areas. Please contact Tunstall Customer Service Centre on 1800 603 377 for more information.

If required installation instructions are outlined on Page 8.

Step 6 - Place a test call

Press the blue button (diagram below) on your Tunstall SmartLink Guardian 4G pendant to place a test call to the Tunstall Customer Care Centre. Advise the Care Consultant that you are installing your new Tunstall SmartLink Guardian 4G alarm.

The Care Consultant will confirm your details and complete the installation process with you.

Connecting the external GSM antenna (if applicable)

Attaching an external antenna

1. Attach the external GSM antenna (as displayed in Image 1) to the gold GSM antenna port at the rear of the alarm.

2. Place the antenna in the area it will eventually be fixed. The correct positioning of the antenna is very important in low signal areas. To maximise the signal, it is best to position both the alarm and antenna in an open area with clear line of sight outside e.g. near a window (as displayed in Image 2). Make sure the antenna cable is unraveled fully and do not remove the sticky backing until enhanced signal strength has been confirmed from the desired location with a successful test call to the Customer Care Centre.

3. Place a test call by pressing the red Help button on your alarm and advise the operator that you have fitted an external antenna to your alarm.

4. Once a successful test has been made, mount the antenna by removing the plastic backing and stick it firmly in place.

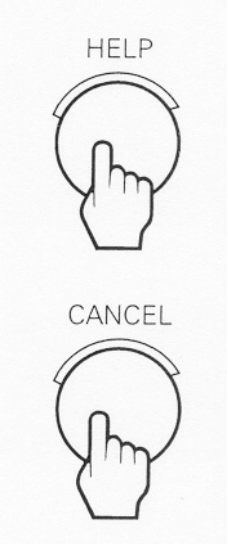
Image 1

Image 2

Note: If you find, after following the above instructions, that the alarm signal strength is still below recommended levels, you may require a High Gain external antenna, and should contact Tunstall's Customer Service Centre on 1800 603 377 for further information.

Using your medical alarm unit

Making an alarm call



Press the blue help button on the pendant or the red help button on the base alarm unit. The base alarm unit will beep when a call is activated. When the call is answered in the Customer Care Centre, the base alarm unit will beep several times. Tell the consultant why you have activated the alarm call and they will arrange for assistance.

Cancelling an alarm call

To cancel an alarm call, press the green cancel button on the base alarm unit within 10 seconds of activation. The alarm call will be cancelled.

False alarms

If you accidentally raise a false alarm, please do not worry, Tunstall's Customer Care Centre is always happy to hear from you and the raising of the alarm call acts as a useful test of your alarm unit.

Status warnings

Warnings/status lights on the base alarm unit

The base alarm unit has warning and status lights to clearly indicate the unit's current status. When functioning correctly your Tunstall SmartLink Guardian 4G base alarm unit will normally look like this:

The 'MAINS ON' light and the 'CANCEL' (green) button should be on

How to respond to warnings

Display	Warning	What to do
MAINS ON	AC power failure	Check the home unit is plugged into a working electrical socket
Lb	The alarm unit has a low battery	Check the home unit is plugged into a working electrical socket and the battery switch is turned ON.
rF	The alarm unit failed to send a message.	Check the antenna/SIM card is plugged in to the alarm unit.
cF or S.	The cellular connection has failed or SIM card is missing.	Check the Antenna/SIM card is plugged in to the alarm unit.
CL or HP	Is on the Display and the red Help button is flashing- The red button on the alarm unit has been pressed.	Nothing, an alarm call has been raised to the Customer Care Centre.
H1 to H8	Pendants No. 1 to 8 has been Pressed.	Nothing, an alarm call has been raised to the Customer Care Centre.

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	Detectors No. 1 to 8 Programmed as Fire "Fi" Option has been Activated.	Nothing, an alarm call has been raised to the Customer Care Centre.
to	Pendant has detected a low battery.	Contact your installer or Customer Care Centre.
	Detectors No. 1 to 8 has detected a Low Battery.	Contact your installer or Customer Care Centre.

If the warnings persist please contact Tunstall Customer Service on 1800 603 377.

Your pendant

Your pendant (personal radio trigger) is wirelessly connected to your Tunstall SmartLink Guardian 4G home unit and enables you to generate a call for help from anywhere in your home or garden. The pendant should be worn at all times and can be worn around the neck or on the wrist using the attachments supplied. Your pendant is water resistant (to IP67 standard) up to one metre for 30 minutes. It can be worn in the shower however wearing it in the bath should be avoided where possible.

The pendant has the below features:

- Water resistant
- Up to 300m radio range (typical)
- Low Battery reporting*

NOTE: ON activation, the pendant will send a notification message via the base alarm unit to the Customer Care Centre when its battery is low.

LED on the pendant

When pressed, the LED on your pendant will light up red. This is to indicate that the blue help button has been pressed. If the LED flashes green when pressed this indicates that the pendant is out of range or not operating correctly. If the LED flashes red when pressed, this indicates that the battery is low and should be replaced.

Help and advice

Do's

- Do wear your pendant at all times.
- Do test your pendant and base alarm unit on a monthly basis with the Customer Care Centre.
- Do keep the base alarm unit connected to the mains power at all times.
- Do regularly wipe clean your base alarm unit and pendant with a soft cloth which can be slightly moistened with a gentle detergent if required.

Don'ts

- Don't expose the base alarm unit to water or other liquids.
- Don't connect cables other than those supplied with the alarm unit.
- Don't move the base alarm unit from the location where it was originally installed.
- Don't move objects close to the base alarm unit that are made of metal or create excessive noise or heat, such as televisions, radios, washing machines, microwave ovens, Wi-Fi routers, mobile phones, laptops etc.

Battery information

The Tunstall SmartLink Guardian 4G alarm contains a Nickel Metal Hydride back-up battery that recharges itself when plugged into the mains power. It is recommended that the battery be replaced after five years. The battery provides up to 40 hours of standby operation.

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

Technical Details

Weight:	590g (including battery)
Dimensions:	210 x 130 x 35 mm (LxWxD)
Mains power:	9V DC 300mA with integral earth
Stand-by battery:	4.8V 1600mAh rechargable Ni-MH
Back-up time:	40 hours of stand-by operation (minimum expected at date of purchase and when fully charged)
Radio frequency:	915MHz - 928MHz (frequency band)
Radio Range:	100 - 300 metres in open air (subject to environmental conditions)
Backup Battery Time:	AS4607 compliant 40 hour

Environmental

Temperature:	Operating temperature range 0°C to +50°C
Humidity:	Relative humidity 20% to 90% (non-condensing) at 30°C

Standards

Telecommunications:	AS4268.2012
Safety:	AS4607, AS2201.4 (C2),
Radio (main unit & pendant):	AS/NZS 4268: 2012
Warranty:	24 month warranty
Design, Manufacture Installation and service:	ISO9001:2000
Part Numbers:	SmartLink Medi Guardian alarm 106-324 SmartLink pendant 106-183 SmartLink Medi Guardian alarm battery 142-031

⚠ WARNING

THIS PRODUCT CONTAINS A BUTTON BATTERY

If swallowed, a lithium button battery can cause severe or fatal injuries within 2 hours.

Keep batteries out of reach of children.

If you think batteries may have been swallowed or placed inside any part of the body, seek immediate medical attention.

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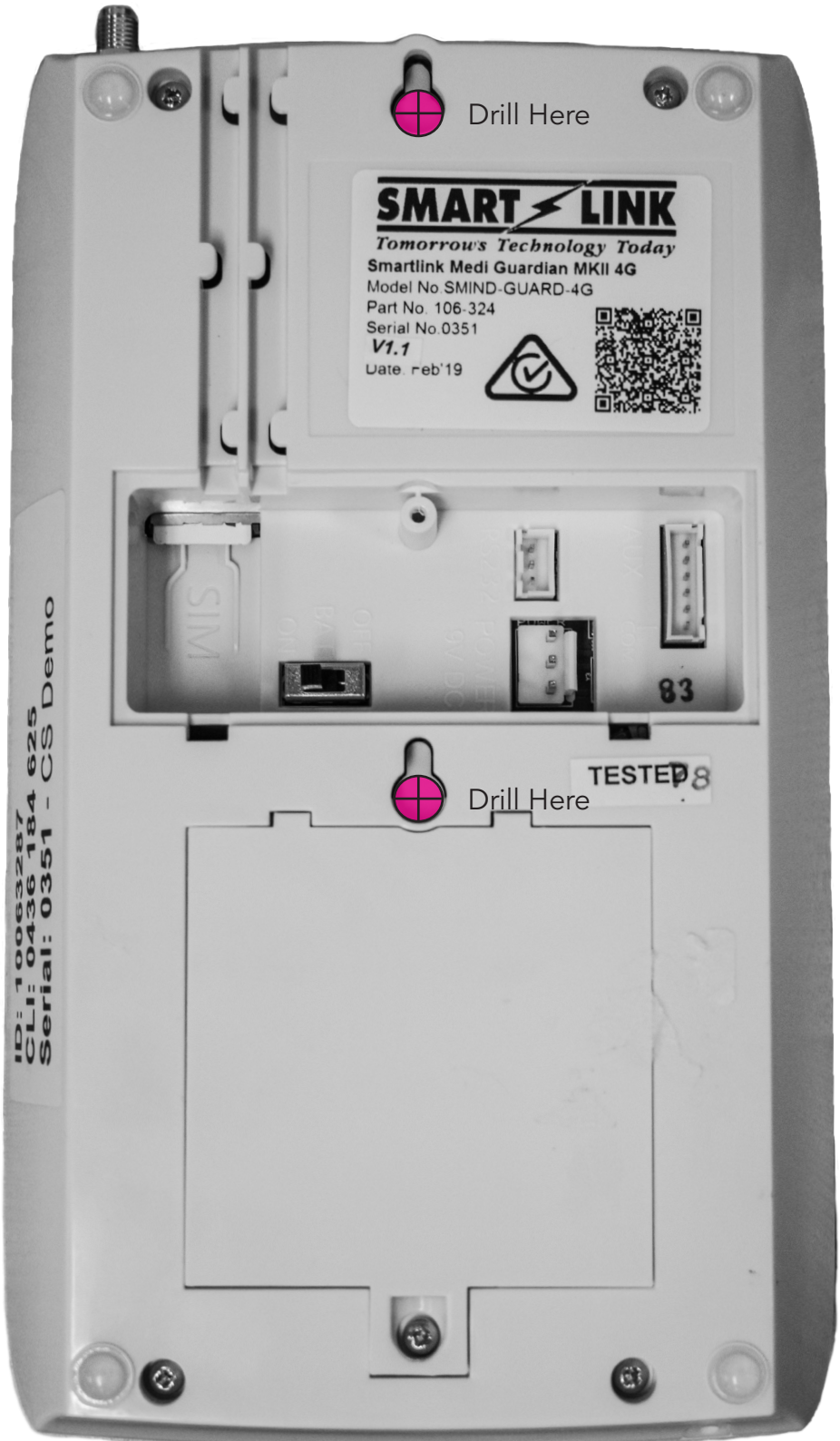
Wall Mount Template