



Enabling independent living

# Lifeline Smart Hub™

Connect with the future



The Smart Hub is Tunstall's most powerful IP home unit with digital technology, providing an advanced platform for Connected Care services both now and in the future

# How it works

The Smart Hub is Tunstall Healthcare UK's first IP home unit, opening a new world of possibilities for the provision of care in the home.

With digital connectivity and Tunstall's new Device Management Platform (DMP), the Smart Hub provides a ground-breaking, future-proof foundation for the delivery of Connected Care.

The Smart Hub retains core Lifeline functionality by connecting to up to 35 sensors and enabling users to access help 24 hours a day by pressing a button on the unit or from anywhere in their home by using a pendant worn on the wrist or neck. The call is answered by specially trained monitoring centre operators who have the user's information to hand and will respond appropriately, e.g. contacting a family member or neighbour or calling the emergency services.

The Smart Hub also has a range of new functionality and features including:

## Advanced connectivity

Incorporating cellular technology and working on the 2/3G mobile network, the Smart Hub is not restricted by the landline infrastructure, removing limitations on location. Units are supplied with a roaming SIM for a plug and play solution.

## Robust and reliable

Heartbeat checking ensures units are active and connected to mains power, and long battery life protects users in the event of an outage.

## Efficient remote management

The DMP enables remote status checking, diagnostics and configuration of units for increased efficiency. Software upgrades and feature updates are received over the air.

New Features	
Digital IP technology for a future-proof solution	✓
IP remote programming and device management via Device Management Platform (DMP)	✓
Over the air firmware updates	✓
Remotely upgradeable functionality and services	✓
Asset management of devices	✓
Reporting and event log tracking	✓
Pre-loaded hardware with Bluetooth and WiFi capability	✓
Regular heartbeat of deployed units ensuring performance and functionality	✓
Reversion protocol – back up to IP via STMF	✓
Controlled levels of user access	✓
Configure set-up templates	✓

# Who is it for?

The Tunstall Smart Hub alarm is designed to assist people to maintain their independence in the home. The high degree of flexibility offered by the system means a wide variety of users can benefit from the state of the art technology, including:

- Older people
- People living with a disability
- Individuals who have been discharged from hospital and require additional support
- Those with long-term conditions

# Connected Care


The advent of IP and mobile technology means that for the first time all elements of connected care can link together. Service users, the devices that protect and support them, and the carers and health professionals who look after them, can all be connected to one another in real time, all the time. The Smart Hub is the first home unit designed to operate within a new Connected Care eco system, making it possible to realise the potential of the latest solutions to enable safety, independence and inclusion. Further developing the Lifeline range to support digital services using cloud-based software provides


the potential to adopt Internet of Things technologies as they evolve, making the Connected Home a reality. This advanced platform has been developed with a flexible, open approach which allows new services to be incorporated as they are developed, such as:


- Real time wellbeing tracking and monitoring
- Proactive care based on trends/insights
- Integration with smart phone applications
- Service expansion to meet users' evolving needs

## The DMP


Tunstall's Device Management Platform (DMP) is a cloud-based system customised for the efficient delivery and management of Connected Care services. It has been designed to enable remote management of Connected Care devices and provide a platform for future services and functionality, such as Activities of Daily Living monitoring and tracking via smartphone App.

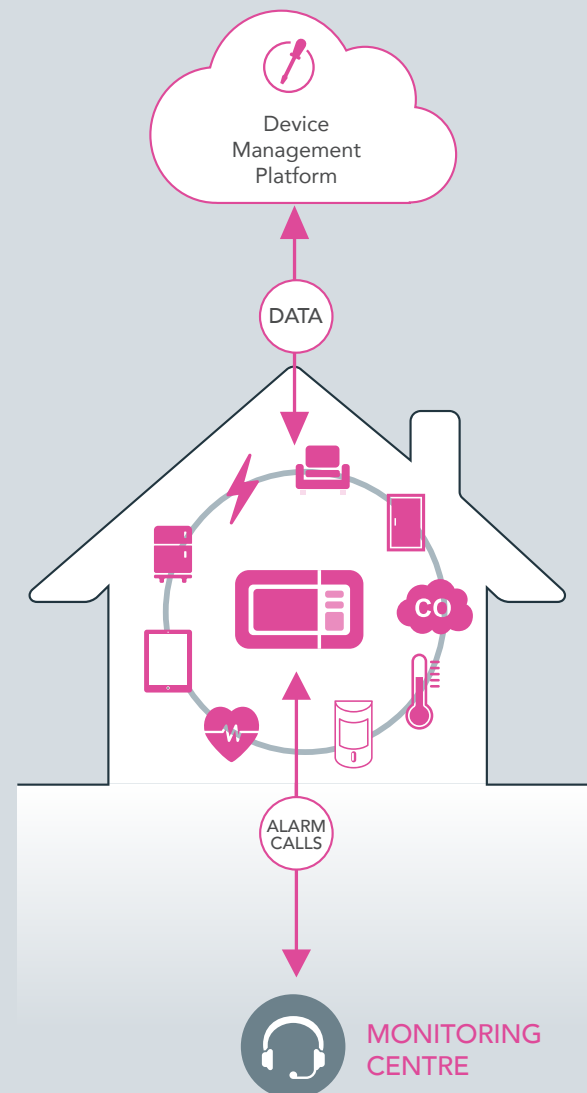
 Using IP connectivity provides real time data, making it possible to use the DMP to deliver a range of new services, such as remote monitoring, diagnostics and configuration of home units, sensors and devices.

 Automated heartbeat checking continuously monitors connectivity, giving providers additional reassurance.

 Software updates can take place over the air, and can be scheduled to be applied to multiple units, reducing the need for onsite technicians. Units can also be configured over the air. As well as minimising disruption for the user, this increases efficiency for the service provider.

 The DMP can extract and report on relevant performance analytics from the hub unit, such as event logs and health of home units, giving monitoring centres real time access to vital data, including associated sensors.

 Home units are registered, configured and monitored remotely through the DMP with each unit assigned to a specific customer district within the DMP, enabling robust asset management.



# Specification

## Technical details

<b>Weight:</b>	680g (1kg packaged)
<b>Dimensions:</b>	185mm x 122mm x 41mm (W x L x D)
<b>Mains power:</b>	240V ac
<b>Stand-by battery:</b>	1200mAh capacity (continually internally charged)
<b>Back-up time:</b>	24hours of stand-by operation (minimum expected at date of purchase and when fully charged)
<b>External connections:</b>	DC power adapter with 3m cable Quad-band GSM 3G antenna (internal or optional external) Ethernet port IPv4 USB port
<b>Pendant battery:</b>	3V Lithium with up to 7 year life

## Environmental

<b>Temperature:</b>	Operating temperature (to perform to full specification) = 0°C to 50°C, storage = -10°C to 55°C
<b>Humidity:</b>	Operating relative humidity (non-condensing to perform to full specification) = 0 to 90%, storage relative humidity (non-condensing) = 0 to 93%

## Connectivity

2G <sup>+</sup> 3G <sup>+</sup>	Quad-band GSM/GPRS/EDGE/UMTS
WiFi	IEEE 802.11B/G/N
Bluetooth	4.0 (LOW ENERGY, CLASSIC, HIGH SPEED)
RF	869.2125MHz
Ethernet	Ethernet port (1)
IP PROTOCOLS	SCAIP, IPACS
BACK-UP PROTOCOLS	STMF, TT92



## Standards

<b>EMC:</b>	EN55022, EN55024, EN50130-4, EN301 489-1, EN301 489-3
<b>Safety:</b>	EN60950
<b>Radio:</b>	EN300 220-2 Category 1
<b>CE:</b>	Compliant
<b>Social Alarm:</b>	EN50134-1:2002, EN50134-2:1999 (trigger device)
<b>Trigger device:</b>	EN50134-3:2001, IP67
<b>Design, Manufacture:</b>	ISO9001:2008
<b>RoHS compliant:</b>	2011/65/EU
<b>RED:</b>	Compliant

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# Tunstall

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