

TUNSTALL DIGITAL LIFELINE

EASY SET-UP GUIDE

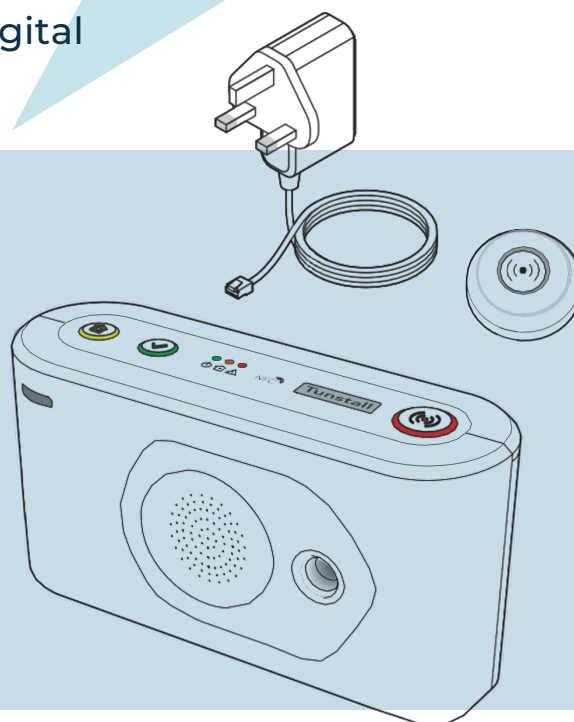
This guide is for customers and family members. It explains how to set up the Tunstall Digital Lifeline in a few simple steps.



WHAT'S IN THE BOX

- Digital Lifeline unit
- Power cable and plug
- Pendant or wrist alarm
- Quick information card

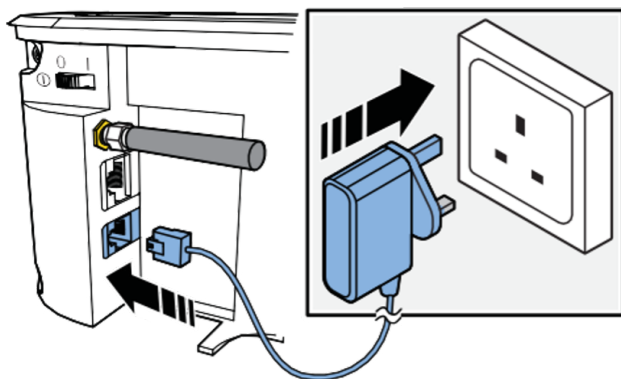
If anything is missing, please contact us



BEFORE YOU START

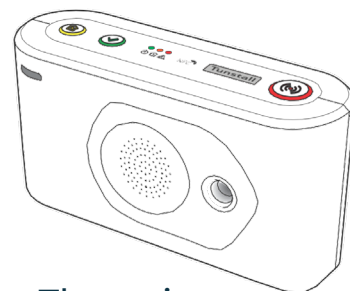
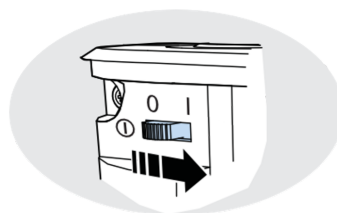
- ✓ Place the lifeline unit in the **main living area**
- ✓ It should be **near a power socket**
- ✓ The unit can connect in two ways:
 - **Option A: Mobile network** (no phone line or internet needed)
 - **Option B: Home broadband router** (using an internet cable)





STEP 1: PLUG IT IN

Remove the unit and power cable from the box



Plug the power cable into the back of the lifeline unit

Plug the other end into the wall socket

Switch the power on

The unit will light up and start automatically

STEP 2: CONNECT THE UNIT

Option A: Mobile network

Use this option unless we have told you otherwise.

- Do not plug anything else into the unit
- The lifeline will connect automatically using the mobile network
- This can take a few minutes.

When ready, the lights will stop flashing or a voice will confirm it is working

Option B: Using your home broadband router

Use this option only if we have told you to.

- Plug one end of the internet cable into the lifeline unit
- Plug the other end into your broadband router
- Leave the power switched on

The unit will connect automatically
This may take a few minutes

STEP 3: TEST THE LIFELINE

- Press the **red help button** on the lifeline unit
- Wait for the operator to answer
- Tell them this is a **test call**

This confirms the unit is connected and working

STEP 4: TEST THE PENDANT OR WRIST ALARM

- Wear the pendant or wrist alarm
- Press the button on the alarm
- Speak to the operator when they answer

This checks the alarm works anywhere in the home