User guide

TAPIT+ Programming Software

All the reassurance you need   **Tunstall**

Contents

1 TAPIT+ operation

- TAPIT+ software is designed to program a Lifeline 400, 4000 or 4000+ with a PC or Laptop connected to the Lifeline using TAPIT programming interface unit.

- Several user-friendly 'on screen' menus allow you to 'click-on', and run through the programming sequence with ease.

- When programming is complete you are able to view a summary of the Lifeline's configuration.

- In addition to this you are able to save your configuration profile and transfer it to a different Lifeline. Where more than one Lifeline is on-site the option of automatically incrementing the identification number is available.

- The TAPIT+ software is easy to use and versatile.

NOTE - this manual describes how to use TAPIT+ to program Lifeline 400 and 4000+. TAPIT+ can also be used to program Lifeline 4000 by following the on screen help instructions.

2 TAPIT+ Set-up

- Install the TAPIT+ software by clicking on the download link in the download centre. Save the .zip file to your computer and then open it and click on the setup.exe file. The software should automatically load itself. If not go into **My Computer** under **Programs**, and look for the TAPIT+ icon. Double click on it and follow the on screen **Next** prompts. The software will then load itself. When complete click on **Finish**.

- Connect the back of the TAPIT+ to the serial port of the PC using a modem cable. The black fly lead from the front of the TAPIT+ is connected to the plug labelled Tunstall on the bottom of the Lifeline. The Lifeline will beep, press cancel.

PC SERIAL PORT   TWO GREEN INDICATORS   RED INDICATOR

MODEM CABLE   TAPIT+   BLACK FLY LEAD
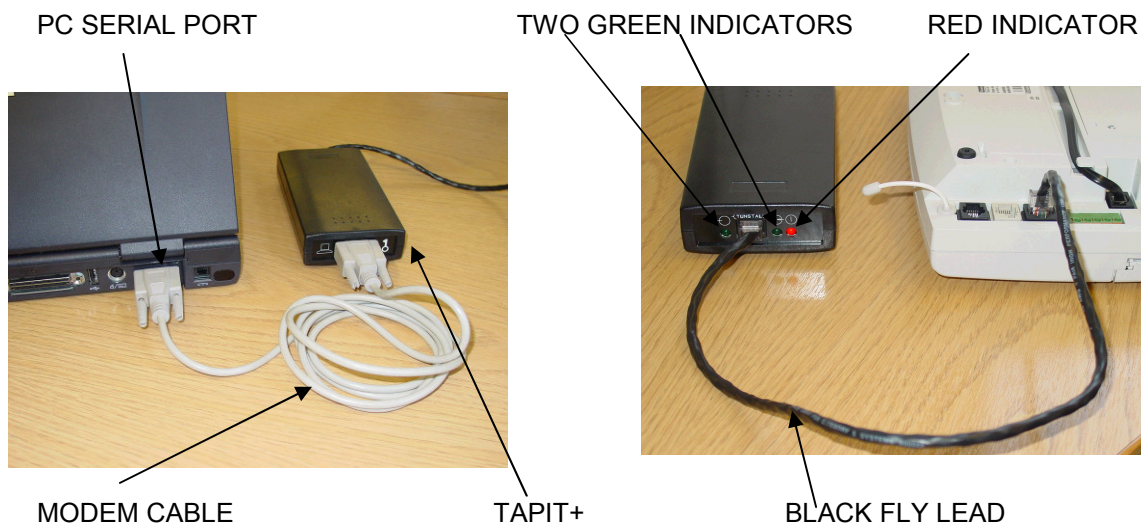
- The red indicator on the front of the TAPIT+ lights to indicate when there is power to the unit. The two green indicators light when there is communication between the PC and Lifeline.

- Select **Start menu** on the PC as shown below, and go to **Programs** then **TAPIT+**. You will be given four options. If you are not sure what type of Lifeline you are programming select the **TAPIT+** program at the bottom of the options. This will automatically detect what type of Lifeline you are connected to.
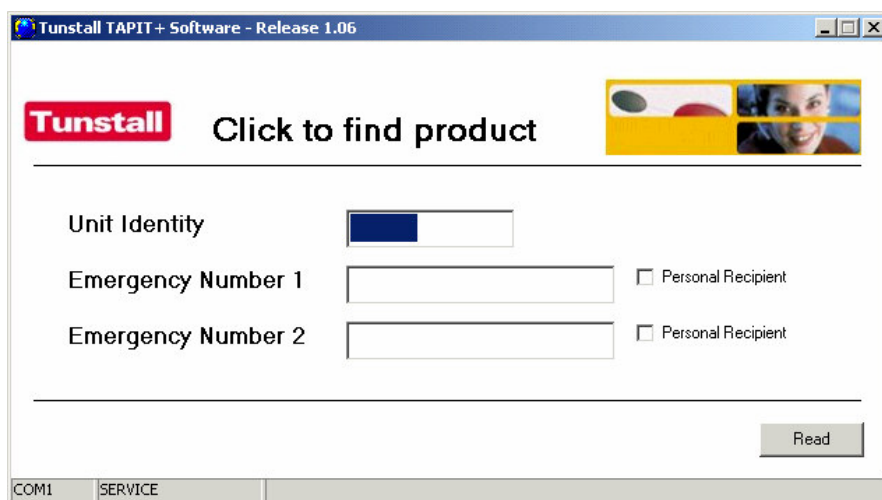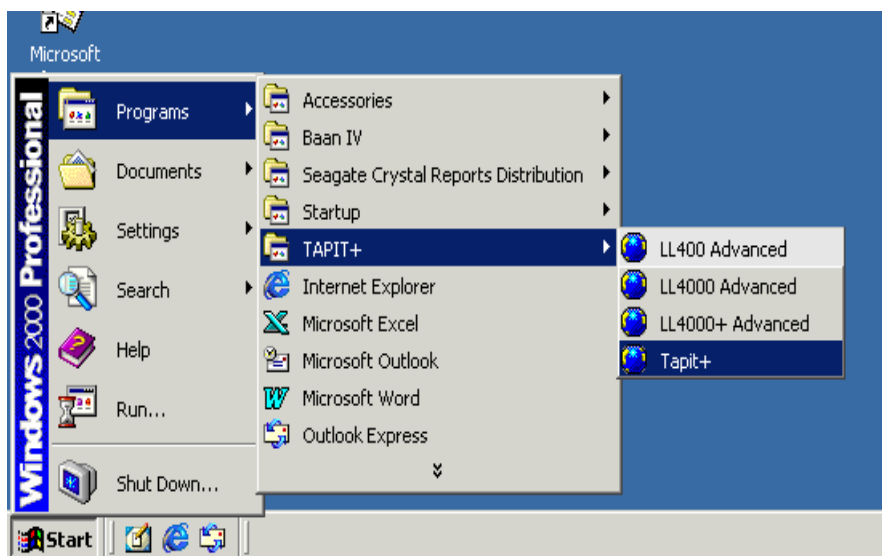
- The screen above will then be displayed, click on **Read** in the bottom right hand corner, and the PC will scan your Lifeline and display the units identification as shown below.
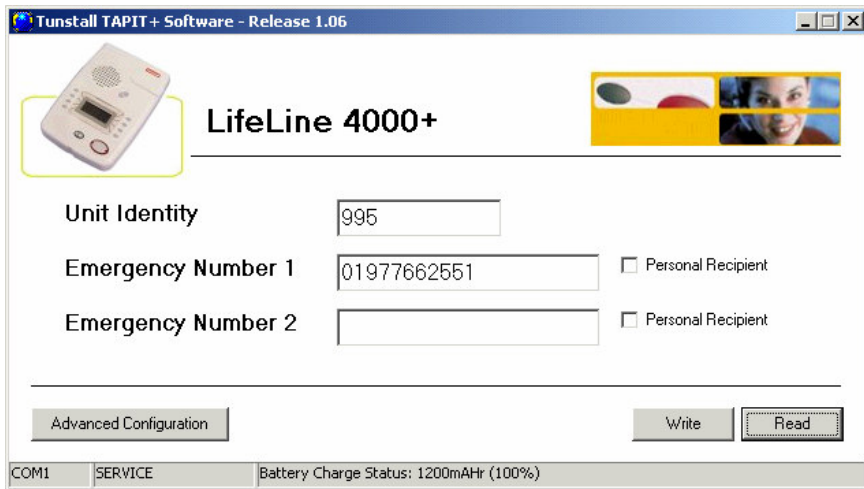
- Once this screen is displayed, click on **Advanced Configuration** in the bottom left hand corner. One of the two programming screens shown on page 5 will appear depending on which type of unit requires programming.

  It will then be possible to configure the Lifeline to your own profile.

  The Read function will detect your present settings. Once you have set them to your requirements, you may then use the Write function to configure.
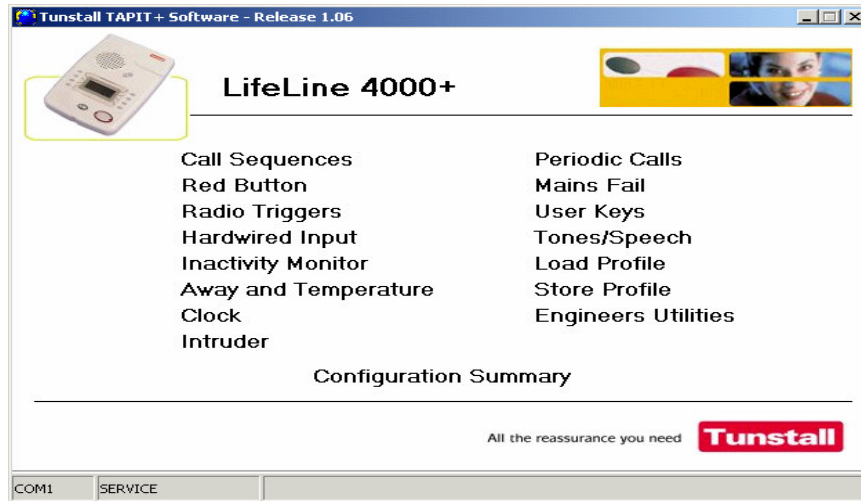
  Please note that once a unit has been configured using TAPIT+, a test call should be made in order to ensure that the unit operates reliably.

Lifeline 400/4000 Programming Screens

Lifeline 400
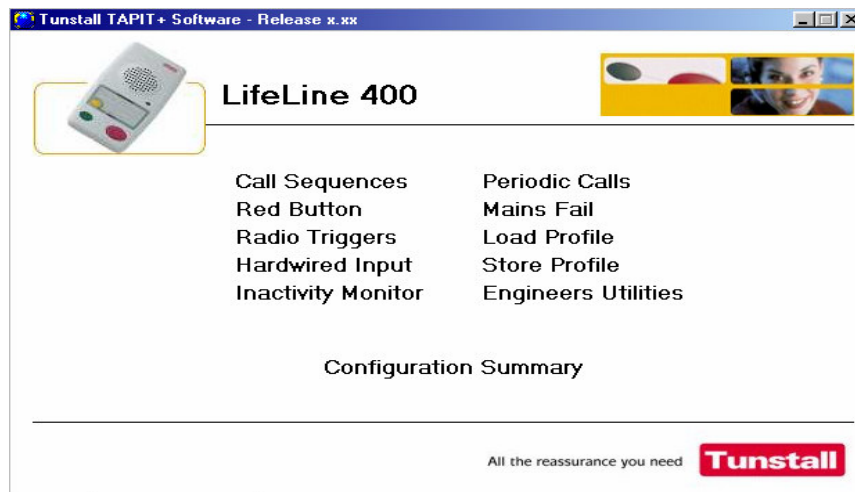
Lifeline 4000+

The following section of the manual, describes how to use each of the programming screens.

3 Call Sequences

This function enables you to set-up **Emergency Numbers** and **Call Sequences**.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Emergency Numbers** screen shown below. Enter or delete any emergency numbers you wish to input. In the second column use the pull down menu's to state whether or not the number dialled is a **Control Centre** or **Personal recipient.**

To build up a **Dial Sequence** click on the heading, and the screen on page 7 will appear.

The **Available numbers** window displays the numbers you have stored in memory. You may use the red arrows to scroll through them.

The **Alarm sequence** window allows you to choose the order in which the emergency numbers are dialled, and the number of dialling attempts that are made on each. To edit, highlight the sequence you wish to change using the arrows on the left hand side or the cursor. Then, use the red arrows on the right hand side of the screen to change the number of dial attempts.
By scrolling across the **Sequence** rows (1 -10) at the top of the screen, you will be able to select different call sequence windows. You may configure them in the same manner as above.

Once programmed, a specific call sequence can be assigned to a specific trigger/sensor.

Click on the **Write** function when you have finished in order to store your settings.
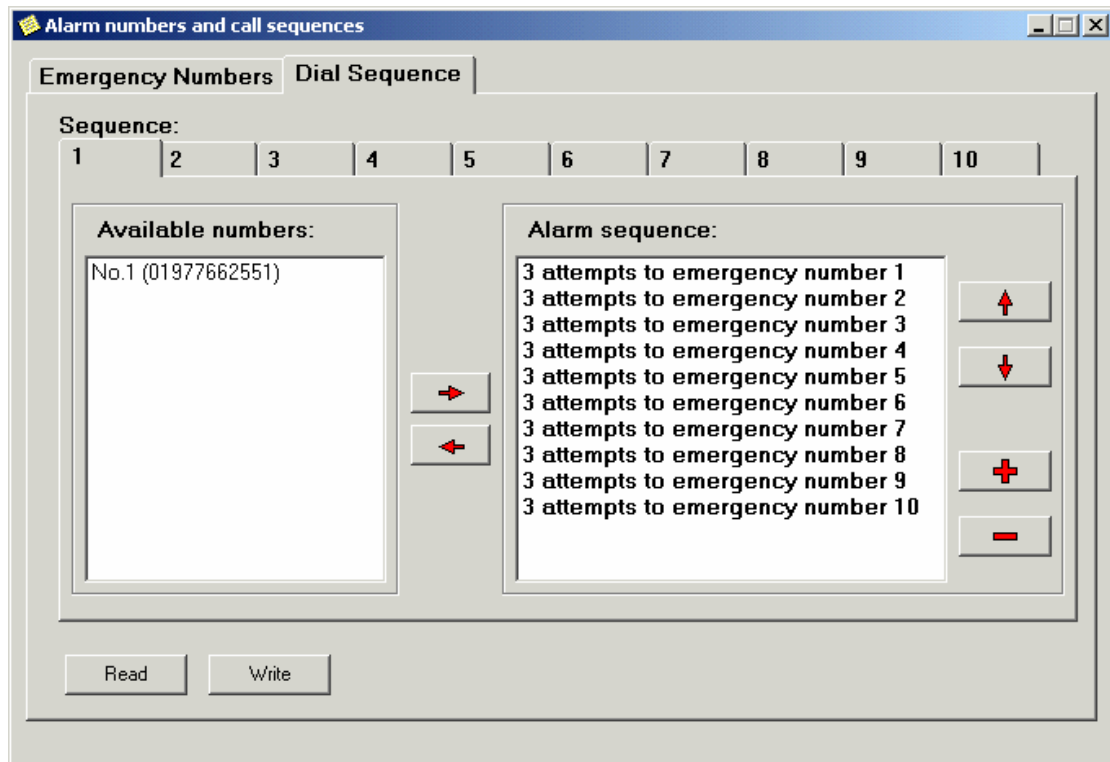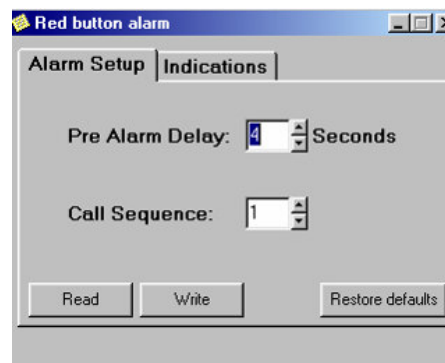
4 Red Button

This function enables you to configure the **Alarm Set-Up** and **Call Indications** for the Red Button on the Lifeline.
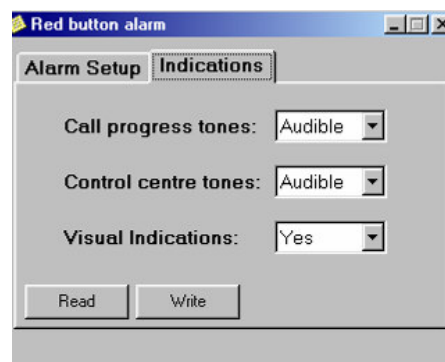
Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Alarm Set-Up** screen shown below.

The **Pre Alarm Delay** allows you to choose how many seconds the alarm will wait before the emergency number is dialled. Use the arrows to select how many seconds you wish to wait. The **Call Sequence** allows you to choose, which of the programmed call sequences you wish to use. Use the arrow key to select between 1-10.

Click on **Indications** and the screen below appears. This allows you to set up **Call progress tones**, **Control centre tones** and **Visual Indications**. Use the pull-down menus to choose between the various options.

Click on the **Write** function when you have finished to store your settings.
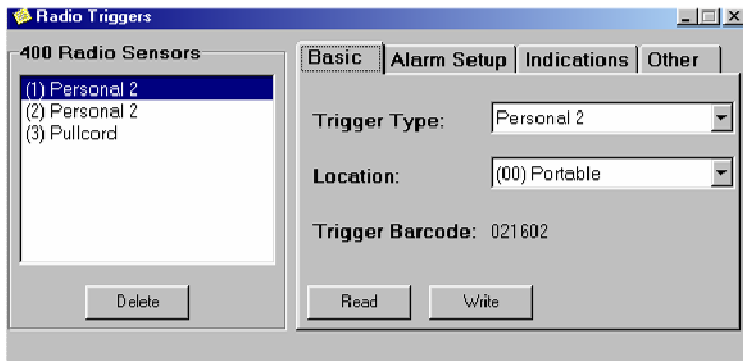
5 Radio Triggers

This function enables you to configure any **Radio Triggers**, that are assigned to the Lifeline.

Click on the **Read** function to detect your present settings.

When selected you will be presented with the **Basic** screen on page 9.

The **Radio Sensors** window on the left-hand side shows a list that summarises the Radio Triggers that have been assigned.

The trigger type menu allows you to select the type of trigger you wish to assign. The location menu allows you to allocate location information to a trigger. Use the pull down menus to select the required location. Once assigned the **Trigger Barcode** will be displayed.

Click on **Alarm Setup** and the screen below appears. This allows you to choose how many seconds the alarm waits before it starts dialling, once a radio trigger has been activated.
Use the **Pre Alarm Delay** arrows to select the number of seconds the unit should wait before raising an alarm. The **Call Sequence** allows you to choose which of the programmed call sequences you wish to use. Use the arrow key's to select between 1-10.
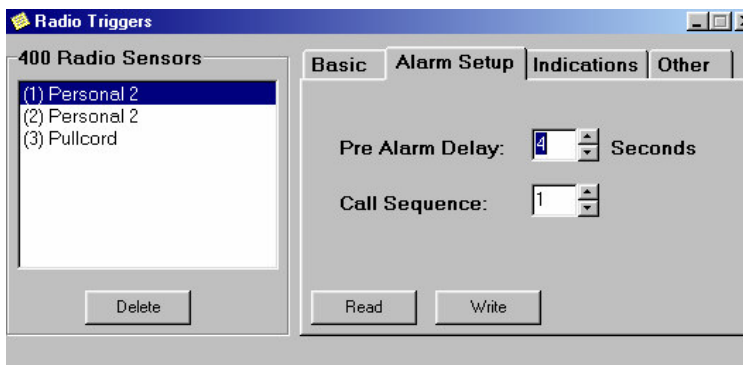
Click on the **Indications** tab and the screen below is displayed. This allows you to set up **Call progress tones, Control centre tones** and **Visual Indications**. Use the pull-down menus to choose between the options.
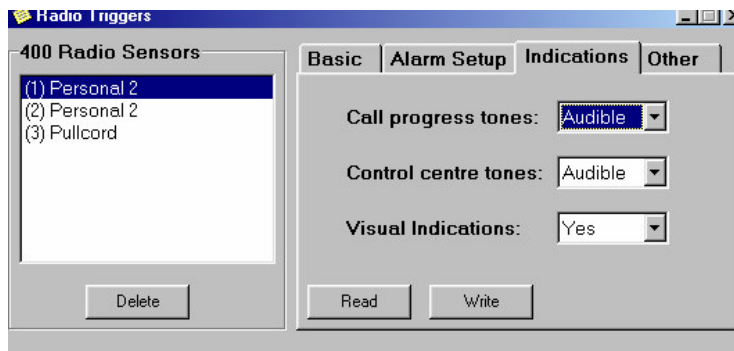
Click on **Other** tab and the screen below appears. This gives the options **Used for intruder detection, Reset Inactivity** and **Answer incoming calls**.
Use the pull down menus to choose between Yes and No.
Click on the **Write** function when you have finished to store your settings.
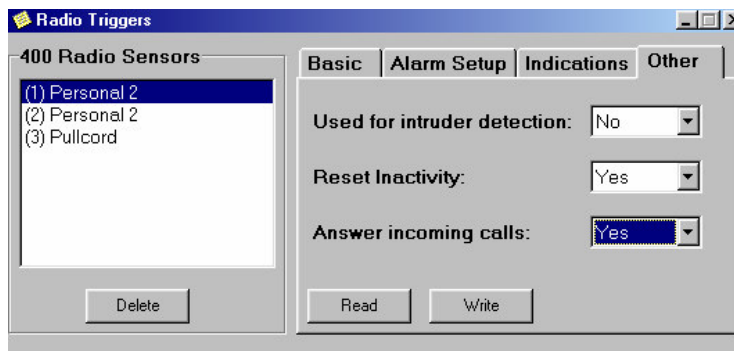
6 Hardwired Input

This function allows you to set-up any **Hardwired Inputs** you may have attached to the Lifeline.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Basic** screen shown below.
The **Sensor Type** menu allows you to select the hardwired input **Sensor Type** you wish to attach. The **Location** allows you to assign location information. The **Relay Contact** allows you to configure whether you wish the **Relay Contact** to be **Normally Open/ Normally Closed.**

By selecting the **Alarm Setup** tab, the screen below appears. This allows you to set-up how many seconds the alarm waits before it starts dialling, once a Hardwired Input has been activated, and which **Call Sequence** it should use.
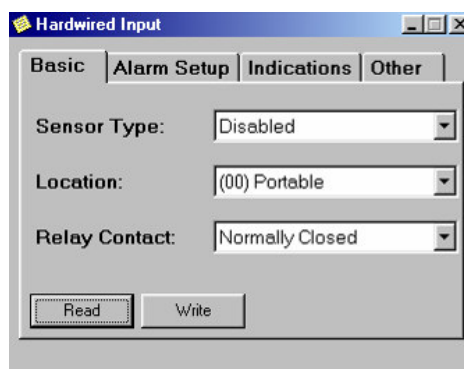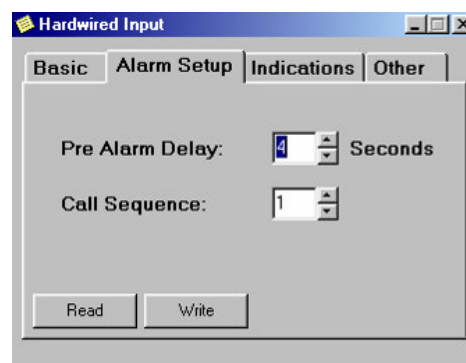The **Pre Alarm Delay** allows you to choose how many seconds the unit will wait, before it starts to dial an emergency number. Use the arrows to select how many seconds the unit should wait. The **Call Sequence** allows you to choose which of the programmed call sequences you wish to use. Use the arrow key to select between 1 and 10.

Click on **Indications** and the screen below appears. This allows you to set up **Call progress tones, Control centre tones** and **Visual Indications**. Use the pull-down menus to choose your options.
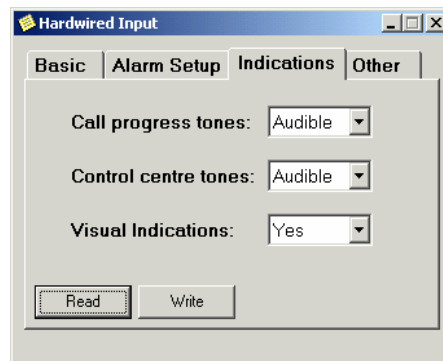
Click on **Other** and the screen on page 12 appears. This allows you to choose the options **Used for intruder detection, Reset Inactivity** and **Answer incoming calls**. Use the pull down menus to choose between Yes and No. Click on the **Write** function when you have finished to store your settings.
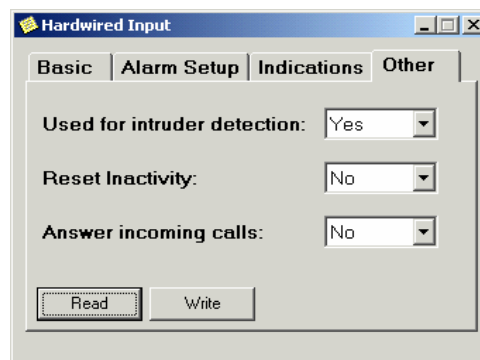
7 Inactivity Monitor

This function allows you to set-up an **Inactivity Monitor** connected to your Lifeline.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Basic** screen below.
Activity method employed allows you to Enable/ Disable the Inactivity monitor and choose between elapsed time (stopwatch) and real time (clock). Use the pull down menu to select.
(On a LL 400 you will only be shown **Interval**, which allows you to set one of two time periods to monitor inactivity over).

Click on **Alarm Setup** and the screen on page 13 appears. This allows you to set-up how many seconds the unit waits before dialling starts, once an Inactivity monitor has been activated.
Raise Alarm allows you whether or not an alarm call is raised by the inactivity monitor. Use the pull down menu to choose between Yes/ No.
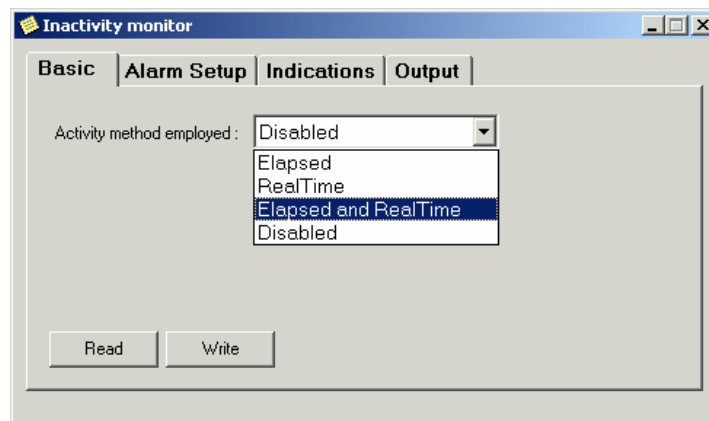(This option is not available on the LL 400).
The **Pre Alarm Delay** allows you to choose how many seconds the alarm will wait, before it starts to dial the emergency number. Use the arrows to scroll and choose how many seconds you wish to wait. The **Call Sequence** allows you to choose which of the programmed call sequences you wish to use. Use the arrow key to select between 1-10.
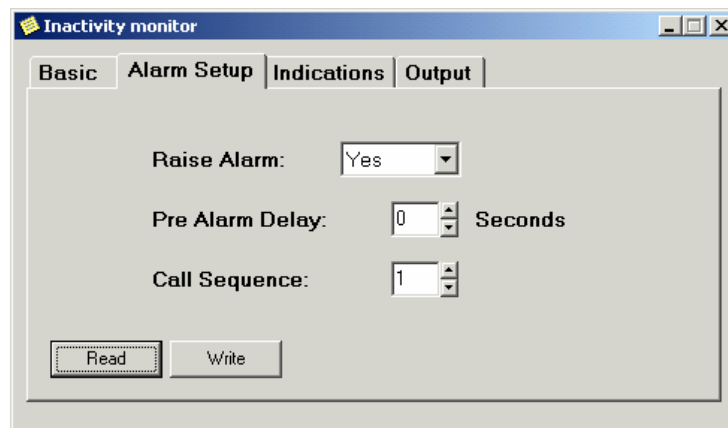
Click on **Indications** and the screen below is displayed. This allows you to set up **Call progress tones, Control centre tones** and **Visual Indications**. Use the pull-down menus to choose between the various options.
Click on the **Write** function when you have finished to store your settings.
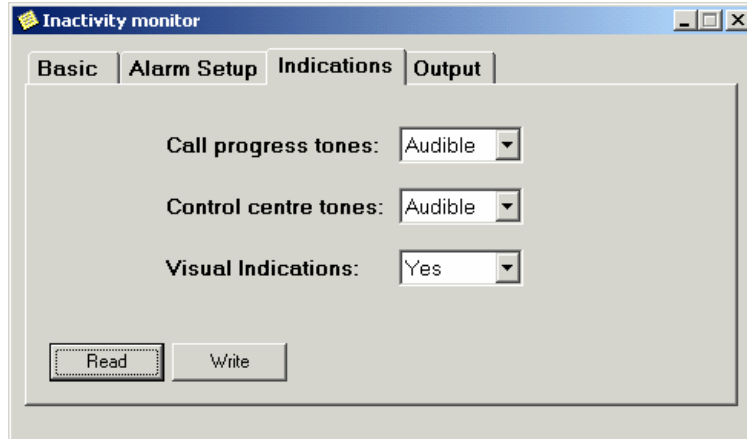
Click on **Output** and the screen on page 14 is displayed. This allows you to configure an external output device. The pull down menu allows you to choose how you want the external device to be activated.
On time and Off time allow you to choose the activation time for the external device. Use the pull down menu to select the time period.
Click on the **Write** function when you have finished to store your settings.
(This option is not available on the LL400).
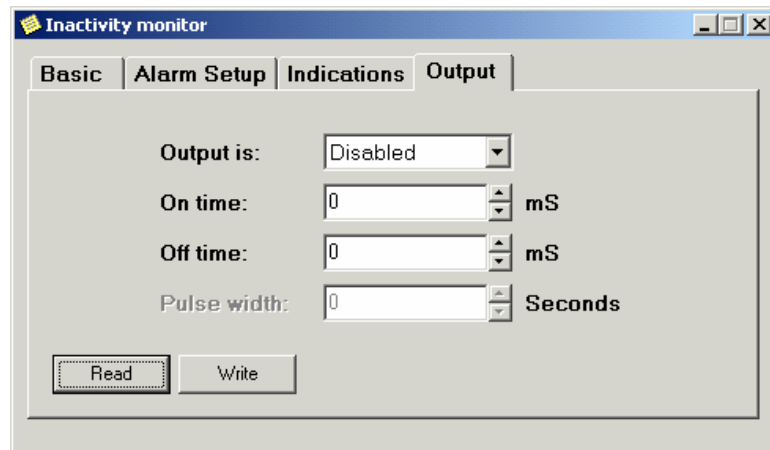
8 Away & Temperature (Lifeline 4000+ only)

This function allows the user to monitor the temperature of their home via an external temperature sensor connected to the Lifeline. This can be done whether they are at home or away.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the away **State window** below.
Using the pull down menu you may choose between **Home/ Away**.
This function is important if for instance you're away and the temperature dropped dramatically, you may wish to be alerted to prevent burst pipes. Where as if you were at home and the temperature dropped, you may wish to be alerted to avoid hypothermia.
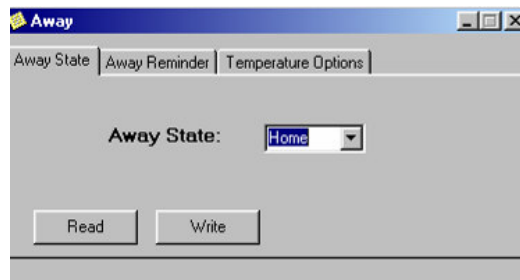
Click on **Away Reminder** and the screen on page 15 is displayed. This allows you to set a reminder to alert you that the **Away State** is still on when you return home.
Use the arrows to select the hours and minutes you wish to elapse before the **Away Reminder** is activated, and an alarm is sounded.
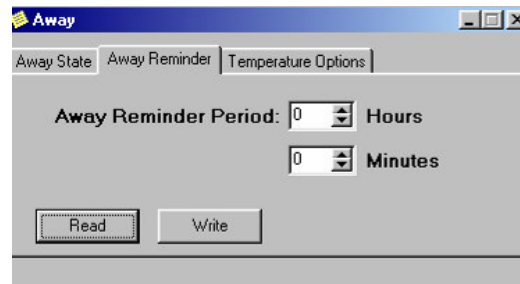
Click on **Temperature Options** and the screen below appears. This allows you to choose whether the temperature is raised when your at Home or Away. Use the pull down menu to select.
Click on the **Write** function when you have finished to store your settings.
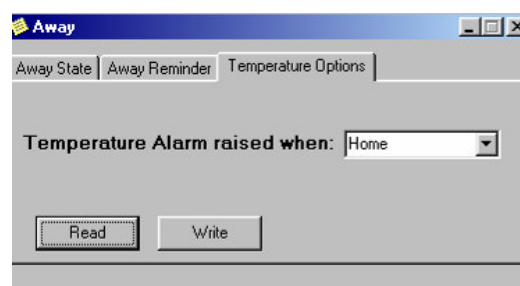
9 Clock (Lifeline 4000+ only)

This function allows you to set up a **Real Time Clock** on the Lifeline.

Click on the **Read** function to detect your present settings.
Use the arrows to set the hours and minutes, when complete click on **Done**.
Click on the **Write** function when you have finished to store your settings.
It is important to set the clock as it is required for functions such as the Inactivity Monitor, Periodic Calls, Mains Fail, Away and Temperature, etc.

10 Intruder (Lifeline 4000+ only)

This function enables your unit to act as an **Intruder** alarm.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Basic** window below.
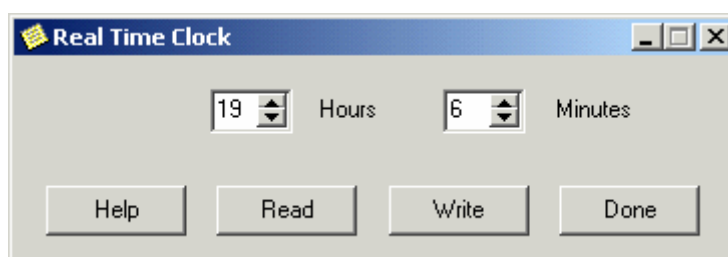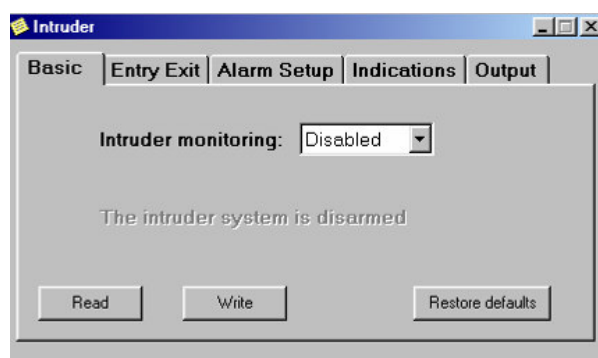The Intruder monitoring screen allows you to Enable/ Disable Intruder monitoring, using the pull down menu.

Click on **Entry Exit** and the screen below appears. This allows you to set both the **Entry/ Exit times**. These need to be set to allow enough time for the alarm to be enable/ disabled when an entry or exit is made. Using the arrows you may select between 1 to 120 seconds.
Entry Beeps allow you to choose whether or not beeps sound when entering or exiting a home. This is done using the pull down menu. It is useful to have the entry beeps to remind you to deactivate intruder monitoring.
Enter your personal four-digit security code in the **Password** section.
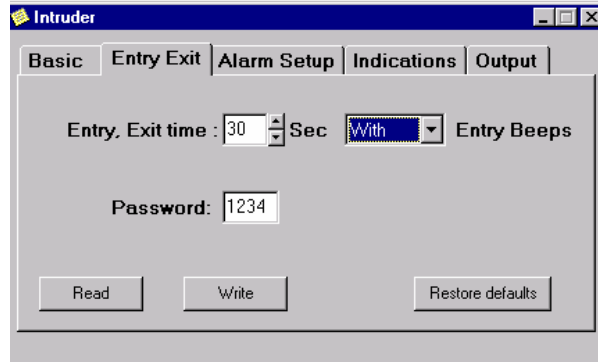
Click on **Alarm Setup** and the screen below is displayed. This allows you to choose how many seconds the unit will wait before dialling, once the Intruder alarm has been activated.

Raise Alarm lets you Enable/ Disable this function.

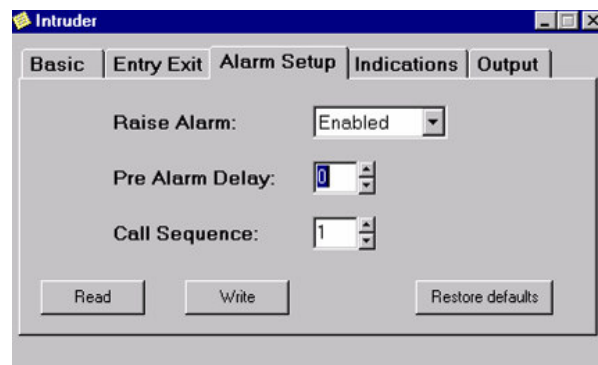The **Pre Alarm Delay** allows you to choose how many seconds the alarm will wait, before it starts to dial an emergency number. Use the arrows to scroll and choose how many seconds you wish to wait. The **Call Sequence** allows you to choose which of the pre-programmed call sequences you wish to use. Use the arrow key to select between 1-10.

Click on **Indications** and the screen below appears. This allows you to set up **Call progress tones, Control centre tones** and **Alarm Indications**. Use the pull-down menus to choose between the options. For this function you may require muted tone for a silent alarm.
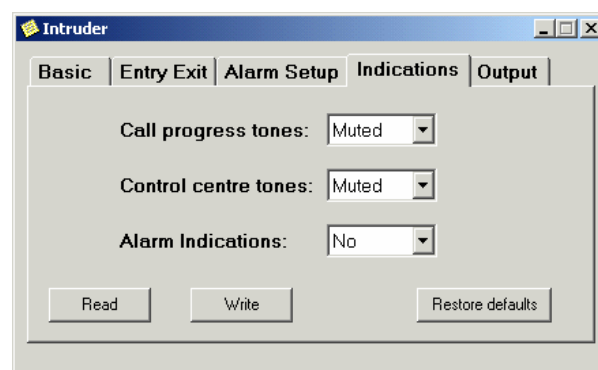
Click on **Output** and the screen on page 18 is displayed. This allows you to connect an external output device to the unit for added indication ofan intruder (e.g. an alarm bell, flashing light). The pull down menu allows you to choose how you want the external device to be activated.

On time and Off time allow you to choose the activation time for the external device. Use the pull down menu to select the time period.
Click on the **Write** function when you have finished to store your settings.
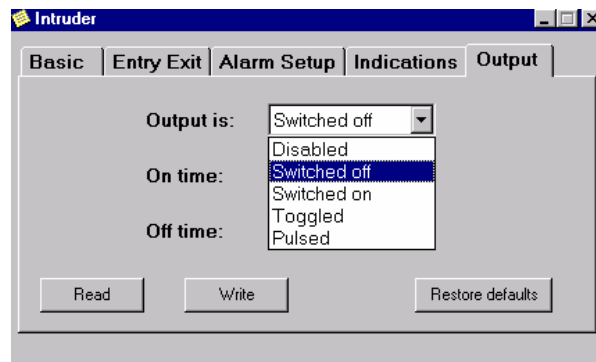
11 Periodic Calls

This function allows you to set-up the Lifeline to automatically make a Reassurance call to a Control Centre or Personal Recipient.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Basic** screen below.
Periodic calls allow you to Enable/ Disable the Periodic call function.
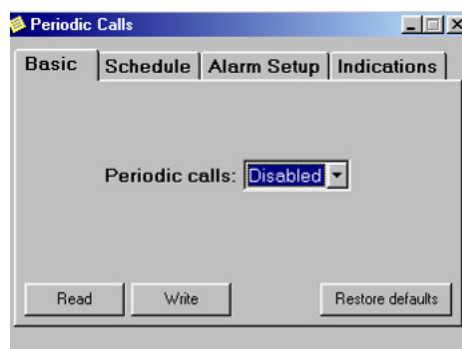
Click on **Schedule** and the screen on page 19 is displayed.
Time between calls allows you to choose how many days between 1 and 99 you wish a Periodic Call to be made.
First call made after allows you to choose the time period you wish to elapse before the call is made on that particular day, 24/36 Hours. Use the arrows to select.
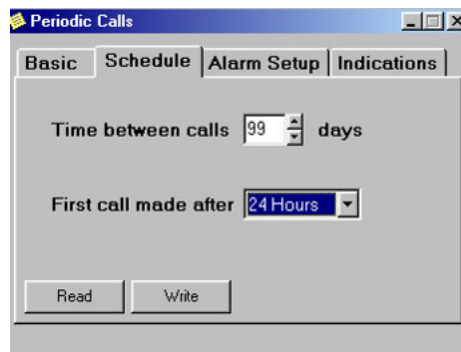
Click on **Alarm Setup** and the screen below is displayed. This allows you to set-up how many seconds the alarm waits before it starts dialling, once a Periodic call has been activated.

The **Pre Alarm Delay** allows you to choose how many seconds the alarm will wait, before it starts to dial the emergency number. Use the arrows to scroll and choose how many seconds you wish to wait. The **Call Sequence** allows you to choose which of the programmed call sequences you wish to use. Use the arrow key to select between 1-10. Use the pull down menus to choose between Yes and No.

Click on **Indications** and the screen on page 20 is displayed. This allows you to set up **Call progress tones, Control centre tones** and **Visual Indications**. Use the pull-down menus to choose between your options, Audible/ Muted and Yes/ No.

Click on the **Write** function when you have finished to store your settings.
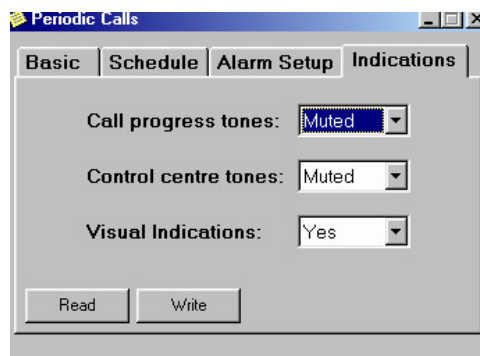
12 Mains Fail
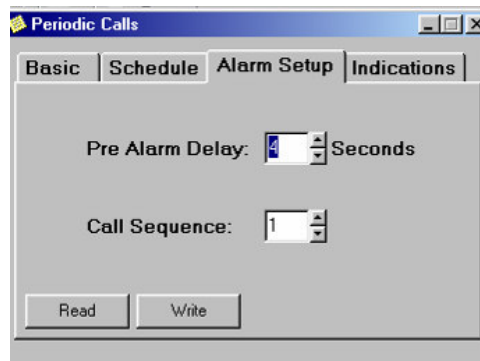
This function allows you to set-up the Lifeline to automatically make a call to the Control Centre in the event of Mains Failure.

Click on the **Read** function to detect your present settings.
When selected you will be presented with the **Basic** screen below.
Mains restored call allows you to Enable/ Disable the Mains fail alarm call function.

Click on **Schedule** and the screen on page 21 is displayed.
First call random offset, in the **Mains fail** window, allows you to choose how many hours between 1 and 8 you wish a Mains fail call to be made using the arrows.
Call frequency allows you to choose how often you wish a repeat call to be made after the initial Mains fail call has been made. You may choose between 4 to 11 hours using the arrows.
First call random offset, in the **Mains restored** window, allows you to choose the period of time you wish to elapse before a Mains restored call is raised. You may choose between 4 to 11 hours. Use the pull down menus to select.
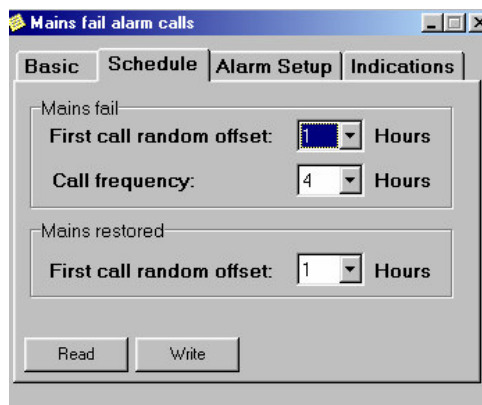
Click on **Alarm Setup** and the screen below appears. This allows you to set-up how many seconds the unit waits before it starts dialling, once a Periodic call has been activated.

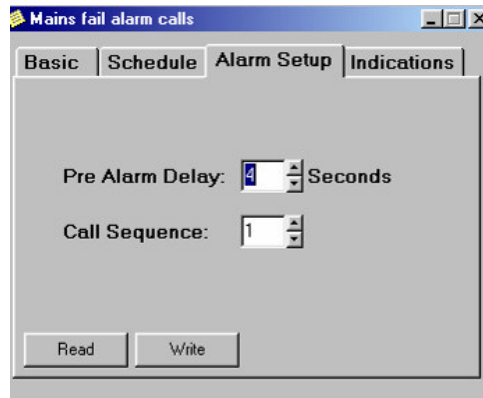The **Pre Alarm Delay** allows you to choose how many seconds the alarm will wait, before it starts to dial the emergency number. Use the arrows to scroll and choose how many seconds you wish to wait. The **Call Sequence** allows you to choose which of the pre-programmed call sequences you wish to use. Use the arrow key to select between 1-10.

Click on **Indications** and the screen on page 22 is displayed. This allows you to set up **Call progress tones, Control centre tones** and **Visual Indications**. Use the pull-down menus to choose between your options, Audible/ Muted and Yes/ No.

Click on the **Write** function when you have finished to store your settings.
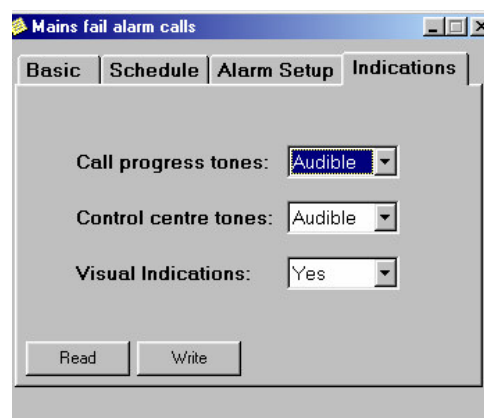
13 User Keys (Lifeline 4000+ only)

This function allows you to program your Fast Dial keys on your Lifeline.

Click on the **Read** function to detect your present settings.
Within the blue screen click on the fast dial number you wish to assign.

Key Type allows you to choose the function you wish to assign to the chosen fast dial (e.g. None, Away, record, HCM, Relay, FastDial, Intruder, Speaker, Silence, Battery). Use the pull down menu to select.

Key Text allows you to assign three digits to the chosen fast dial key. Click in the window, and key in the desired text via the keyboard. When finished click on the fast dial button you wish to assign the text to.

Telephone Number allows you to assign a telephone number to the fast dial. Click on the window, and key in the desired number via the keyboard. When finished click on the fast dial button you wish to assign the number to.
Click on **Done** when finished.
Click on the **Write** function when you have finished to store your settings.
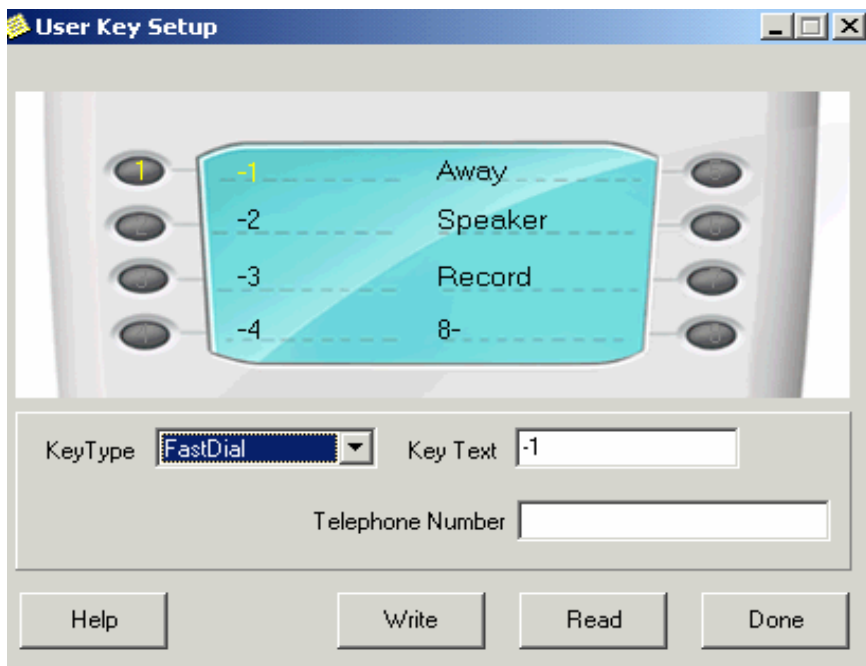
14 Tones/ Speech (Lifeline 4000 & 4000+ only)

This function allows you to use **Speech Messages** and choose different types of tones.

Click on the **Read** function to detect your present settings.
Speech allows you to Enable/ Disable **Speech Messages** and chooses between the two language types programmed into the Lifeline. Use the pull down menus to select.

Click on **Ringing** and the screen below is displayed. This allows you to choose whether the **Ringing**, is Audible or Muted using the pull down menu.
Augmented Ringing allows you to choose whether the ringer becomes louder after a specified amount of time that it is left ringing. Use the pull down menu to select whether this function is Enabled/ Disabled.
Augment after allows you to choose how many rings before the augmented ringer is activated. Use the arrows to choose how many rings elapse before the augmented ringer sounds.
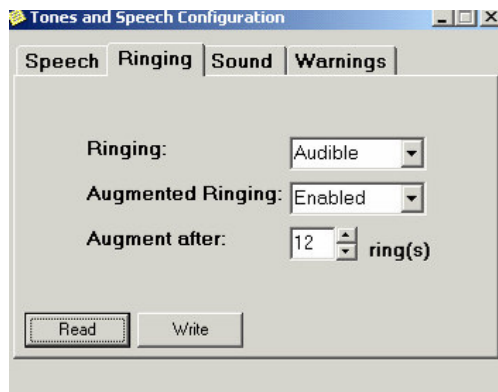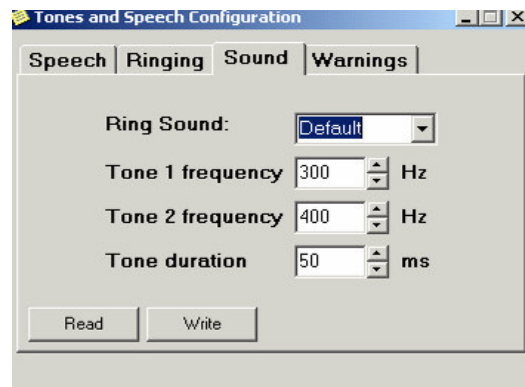
Click on **Sound** and the screen below is displayed. This allows you to choose the ring type and tone.

Ring sound allows you to choose the ring using the pull down menu.
Tone frequency 1 and 2 allow you to choose the tone frequency using the arrows.
Tone duration allows you to choose the time duration of the tones using the arrows.

Click on **Warnings** and the screen below is displayed. This allows you to choose whether the **Telephone Line Warnings** are visible, audible and visible or none. Use the pull down menu to select.
You may also set up the **Mains Fail Warnings** tones, using the pull down menu to Enable/Disable.
Click on the **Write** function when you have finished to store your settings.

15 Store Profile

This function allow you to store a Lifeline program into a PC file

When selected you will be presented with the window below.
To store a program, click on **Browse** and create a file to store the program in.
Once a file has been created click on **Store settings**. The PC will store the Lifeline settings.
To make sure the file is stored click on **View file**, and the Parameter table of 222 settings will be listed.
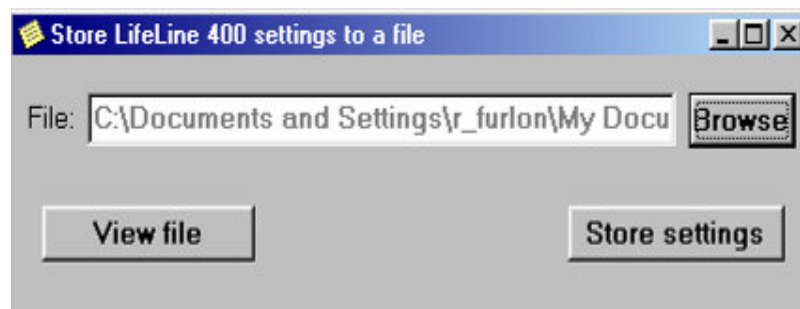
16 Load Profile

This function allows you to load a Lifeline program stored in a PC file.

When selected you will be presented with the screen below.
Configure Unit allows you to choose the file you wish to use, and the way in which the Id numbers are to be created. Use the **Id** pull down menu to select.

Click on **Browse** to select the file you wish to program the Lifeline with.

If only one unit is to be programmed choose Use Id listed in file.

If several units are to be programmed with different Id numbers, choose Use Id and increment. Every time a unit is programmed the PC will automatically increment the Id number so that each unit has a unique identification number. If you choose this option a **Value** window will appear and you can start with the Id number that you specify.

If several units are to be programmed with the same Id numbers, choose Use Id and no increment. Every time a unit is programmed the Id number will remain the same. If you choose this option a **Value** window will appear and you can use an Id number that you specify.
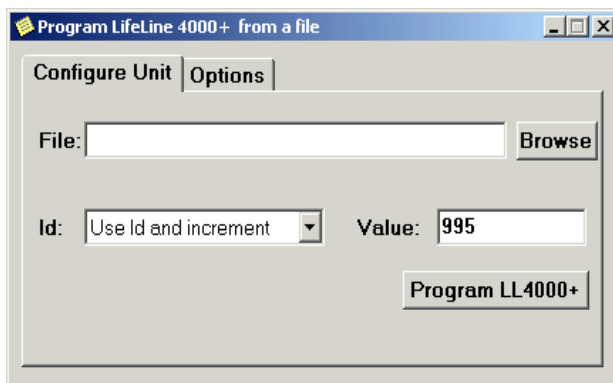
Click on **Options** and the screen below appears. This allows you to program the unit while maintaining the functions listed. Ticking a box will signify the option is enabled.
If you wish to use any of these functions, ensure the boxes are ticked before programming commences.
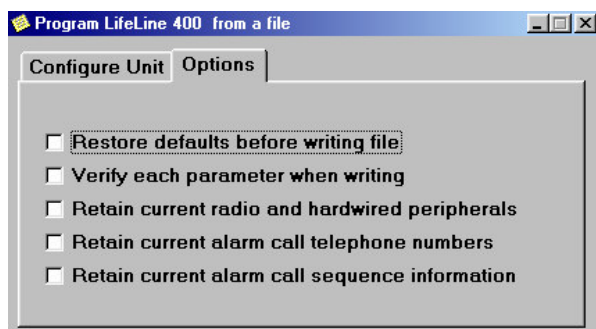
17 Configuration Summary

This function gives you a brief summary of the unit's configuration.

When selected you will be presented with the screen below.
Click on the **Read LL configuration** in the bottom right hand corner of the window.
The PC will Read the unit's configuration, and display the Unit identification number, Firmware Information and Emergency Numbers.
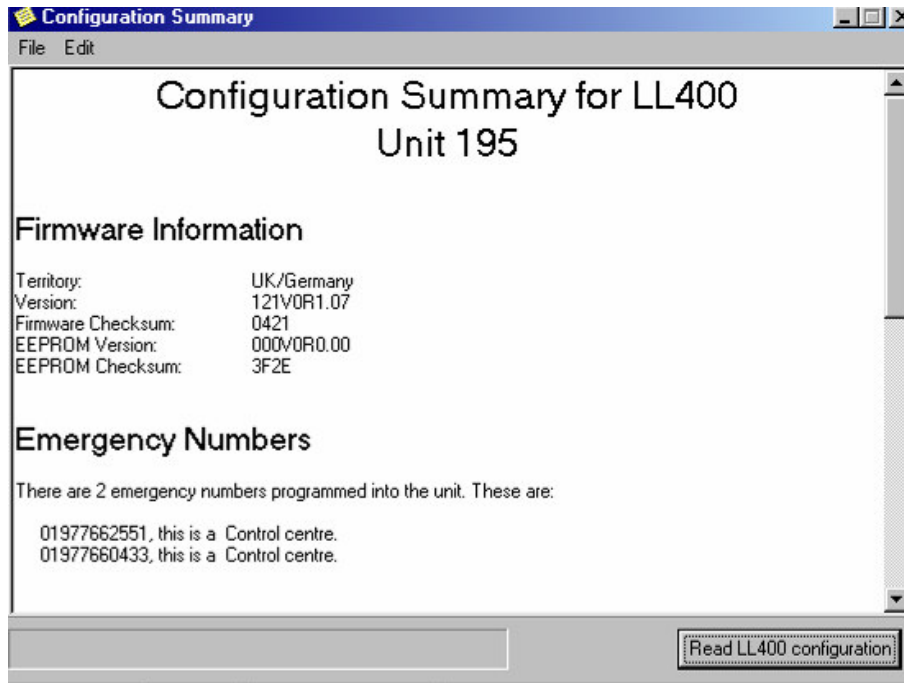
IMPORTANT- <u>a test call should be made once TAPIT+ programming has been completed in order to ensure that the unit operates reliably.</u>

18 Tips & Hints

- Always make sure you click on **Read** to detect your present settings and to make sure the PC is communicating with the Lifeline

- Always make sure you click on **Write** to configure your settings once you have edited them.

- If you wish to restore options to their factory settings, click on **Restore Defaults.**

- When configuring a parameter always ensure tick boxes are highlighted <u>before</u> you **Write** to the Lifeline.

19 Troubleshooting

- If you cannot **Read/ Write**, but the red power indicator on the front of the TAPIT+ is permanently lit, ensure the two green indicators light when you key in the functions. The two green lights on front of the TAPIT+ indicate communication between the PC and Lifeline. Try running through the programming procedure again.

- If you cannot **Read/ Write** and the red power indicator on the front of the TAPIT+ is flashing, the communication link has been broken and you must establish a new link. Make sure the connector leads are inserted correctly, and then run through the programming procedure again.

- If you are having problems with a particular function view the settings and make sure they are correct, then re-Write the settings even if they are correct.

- If you cannot connect to the Control Centre select **View Configuration Summary** to ensure your parameters are set correctly.

- In the event that you are unable to program a Lifeline contact the Control Centre for assistance.