



Lincolnshire
Telecare
Service

How to setup your **Tunstall Smart Hub**



Quality · Safety · Innovation



Our products offer vital help
keeping people safe and well

Thank you for choosing Lincolnshire Telecare Service to provide your Tunstall Smart Hub.



Inside this handy user guide, you will find everything you need to know to get started with your Smart Hub. This includes what to expect inside your pack and simple steps to set the hub up.

What's inside

When you receive your smart hub and open the box it will look like the picture below. The contents will be a white Smart Hub, a black power cable, wrist/neck strap and an individual red button.

Enclosed you will find two copies of your contract, please date and sign them both and return one back to us in the pre-paid envelope.



Your Tunstall Smart Hub



Wrist/neck strap and an individual red button

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How to setup your Tunstall Smart Hub

Step 1

The power cable plugs into the DC slot at the back of the Smart Hub unit (as pictured below).



Step 2

Once the unit is plugged in, you will need to wait a couple of minutes for both lights to turn green as circled in the picture below. The red help button will also be illuminated to show there is power to the unit.

(If the speaker says no cellular network signal, you might need to move the Smart Hub closer to a window to get more signal)



If you require any additional technical support please **give us a call on 01205 318588**.

You can also view the Self Install Video Guide at www.lincolnshirehp.co.uk/telecare

Opening Hours: **Monday-Friday 8:30am-4:30pm**

How to setup your Tunstall Smart Hub

Step 3

Test your pendant by firmly pressing in the centre of the red button until a little red light appears (pictured right).



Step 4

The speech unit will then let you know it's dialling for assistance, and advise you on how to cancel the call. Ignore this advice and let the call go through to a Customer Service Advisor, please make sure you tell them this is a test call. Please confirm your name and address with the Customer Service Advisor. At the end of the call, the Customer Service Advisor will close the test. You don't need to press anything else.

Step 5

When choosing how to wear your pendant, please see pictures to the right for how the straps are attached to the Pendant, the black strap is to allow you to wear this on your wrist. The white strap is to wear around your neck, when you have attached the neck strap you will hear a click which means this has been attached correctly.



Any problems? Give us a call on 01205 318588 or email telecare@lincolnshirehp.com



lincolnshirehp.com/telecare



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