

data sheet



Caresse and Caresse+

The Tunstall Caresse and Caresse+ are the very latest in personal emergency response systems (PERS). Manufactured by Tunstall, the World's leading provider of PERS and telecare solutions, they are specifically designed to protect people living in their own homes or in independent and assisted living facilities.

Equipped with an Amie pendant, the units can raise an alarm call from anywhere in the home by simply pressing the pendant or the large red button on the Caresse. Calls are immediately sent to either a professional 24 hour monitoring center or to a care provider, where the appropriate action can be taken.

The Caresse family of products can also provide additional peace of mind and reassurance by monitoring a wide range of events through the use of up to 35 wireless telecare sensors. These include detectors for smoke, falls, motion, floods, and temperature extremes. A wireless pull cord is also available, providing an additional means of raising an alarm for the times when a pendant may not be worn. The telecare sensors can be easily added to the units, through the use of plug and play technology, enabling easy installation without the need for specialist knowledge.

How do they work?

When the Caresse units are activated, the caller's details are displayed on screen at the 24 hour monitoring center, showing the type of call and how it was initiated. Because the Caresse has a powerful loudspeaker and sensitive microphone, handsfree two-way speech can be established between the user and the monitoring center operator.

Who are they for?

The Caresse units provide numerous benefits for:

- People of any age living alone
- Senior, infirm or disabled people
- Individuals who have been discharged from hospital and require additional support and assistance at home
- People subject to domestic violence, racial harassment, repeat victimization and distraction burglary
- Those living in high crime areas



All the reassurance you need

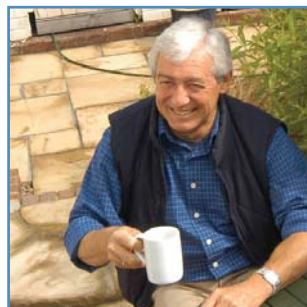
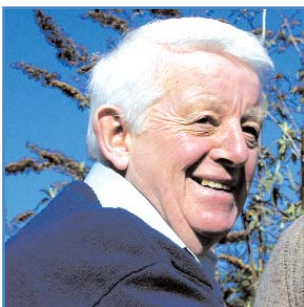
Tunstall

Calls are immediately sent to the dedicated 24 hour monitoring center or chosen care provider, who can provide an appropriate response

Life safety features

Building upon the tradition of Tunstall's highly reliable and ultra safe products, the Caresse and Caresse+ are manufactured in the UK to the very highest international standards and approved to appropriate US and Canadian standards. The units provide extremely clear speech ensuring that the user and monitoring center can communicate easily during alarm calls. The units also provide an extensive and unique set of life safety features including:

- **Fully supervised peripherals** – both pendants and telecare sensors send regular signals to the Caresse which then reports to the monitoring center if the pendant battery is low or if the pendant is missing.
- **Power outage/restored warning** – the unit provides audible and visual alerts to the user and alerts the monitoring center.
- **Telephone disconnected warning** – the unit alerts the user when the telephone line is disconnected.
- **Low battery warning** – the unit provides a warning to the user and calls the monitoring center when its battery is low.
- **Battery backup** – the unit has a battery that provides 30 hours backup in case of power outage.
- **Periodic test calls** – the unit can be set up to automatically perform test calls at configurable intervals.
- **RJ31x (CA38A) line capture** – ensures calls are raised every time.
- **Up to 120 meter radio range** – providing protection for larger homes and gardens using 312MHz frequency.





Main features

The Caresse and Caresse+ provide a wide range of features to enable seniors to remain living at home. This includes the ability to connect up to 35 devices from Tunstall's unique range of telecare sensors to monitor fire, flooding, high and low temperatures, falling, inactivity, bogus callers and many more. For more information on telecare and its benefits please see the telecare solutions sheet. The main features include:

- **Up to 35 telecare sensor inputs** – allows multiple telecare sensors to be linked to the unit (Caresse = up to 15).
- **Hardwired input** – provides the ability to connect a hardwired device to the Caresse, such as a pullcord or smoke detector.
- **Auto-answer** - allows the unit to answer calls from known sources, enabling tasks such as remote programming to be carried out with no user intervention.
- **Range test and walk test** – enables installer to easily test radio coverage when installing the unit.
- **Multiple language voice prompts** – voice messages in English, Spanish and French to alert the user to unit status.
- **Easy switching between hands-free and handset mode** – non emergency calls can be easily made private by picking up the handset of an attached telephone.
- **Optional local audible warnings** – non-critical warnings such as AC power failure can be automatically suppressed at night to avoid disturbing the user.
- **Ability to signal a 'beep'** – if the user is unable to speak in the event of an alarm, they can press their pendant during an alarm call to signal to the monitoring center.
- **Recordable voice tags** – allows messages to be recorded and used to replace fixed phrases for personal recipients.

- **Inactivity monitoring** – increases the flexibility of inactivity monitoring by allowing for inactivity to be checked over two separate time windows.
- **10 telephone numbers and multiple call sequences** – allows different alarm types to be sent to designated monitoring centers and recipients by routing calls to the most appropriate recipient depending on what triggers the alarm.
- **Calls to monitoring center or personal recipient** – alarms can be configured to be sent to a monitoring center or a normal telephone number.
- **Remotely answer incoming calls** – calls can be answered by pressing the pendant saving the need to go to the unit.
- **Automatic daylight saving time update** – removes the need to manually adjust the clock on the unit.

Caresse+ features

The Caresse+ model is designed to provide additional services to further enable seniors to live safely on their own. It offers extended telecare capabilities through offering up to 35 telecare sensors inputs and the following features unique to the Caresse+:

- **Simple 2 zone intruder monitoring** – 24hr protection when the user is away from home.
- **Recordable reminders** – up to 6 reminder messages can be recorded locally or remotely into the unit e.g. medication management.
- **Critical visit monitoring** – enables an alert to be raised if a care provider has not made and confirmed a scheduled visit to the user's home.
- **Virtual Sensor Processing** – the unit can intelligently process a series of events from multiple sensors such as PIR motion detectors to determine an alarm condition and ensure the most appropriate action is taken.

Technical details

Weight:	2.5lb (1143g)
Dimensions:	7.68" x 8.47" x 1.4" (195mm x 215mm x 36mm) (WxLxD)
Mains power:	110 to 120v ac power receptacle
Stand-by battery:	1200mAh capacity (continually internally re-charged)
Back-up time:	30 hours of stand-by operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	312.00MHz
Radio range:	390ft (120m) in free space
Receiver protocols:	Tunstall, Attendo CPC, Contact ID or personal recipient (standard telephone)
REN:	0.4
External connections:	10ft (3m) telephone line cord with type RJ11 plug, optional 10ft (3m) RJ31x line cord (CA38A in Canada), AC power adaptor with 10ft (3m) cable Plug top transformer with 3m cable

Standards

US:	FCC CFR47 part 15, FCC CFR47 part 68, ETL/UL1637, ETL/UL1635
Canadian:	CETL/CSA22.2 No205, RSS210

Environment

Temperature:	Operating temperature (to perform to full specification) = 32F to 113F (0°C to 45°C), storage = 14F to 122F (-10°C to 50°C)
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

Design and Manufacture: ISO9001:2000

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Tunstall is a founder member of the Continua Health Alliance

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