Reach IP 4G

Introduction

The Reach IP 4G alarm unit has been designed to provide reassurance and peace of mind to those who are vulnerable or at risk by automatically raising an alarm call to a service provider or dedicated responder should an event or activity occur.

The unit is supplied with a Touch 2 personal pendant that not only provides mobile alarm triggering capabilities around the home but through its bi-directional communication technology, ensures that there is a secure and reliable connection with the alarm unit.









Features and Benefits

- A modern and elegant design suitable for all home environments.
- Future proofed for use on digital infrastructures.
- Always “on” and connected to the Tynetec Pulse device management portal.
- Simple plug and play technology provides flexible and efficient installation.
- Provides early indication of loss of communication to an ARC.
- Superfast connectivity of calls using the latest digital IP protocols.
- Critical digital connectivity is delivered using a secure VPN gateway.
- Analogue protocols bridge the gap from legacy to digitally enabled platforms.
- Flexible call sequencing.
- Compatible with up to 32 bi-directional peripheral devices for guaranteed connectivity.
- Large illuminated call button.
- High quality digital audio speech with volume control.
- Supplied with 2 years voice & data connectivity incl. full access to the Tynetec Pulse portal.
- Reliable and robust mobile GSM network communication with roaming algorithm.

Legrand Care
Innovation House, Northumberland Business Park, Cramlington, Northumberland, NE23 7RY.
Tel: **01670 352 371** | Email: **sales@tynetec.co.uk** | Web: **www.tynetec.co.uk**

Registered Office: Great King Street North, Birmingham, B19 2LF | Registered in England No. 00115834

What else do I need to know?

- Reach IP 4G is a digital device that supports IP communications via 4G/3G/2G mobile networks or via fixed line broadband connectivity.
- The unit is supplied with a 4G roaming M2M SIM card with multiple APNs, and comes with an ethernet port that allows for a hard wired connection to be made to a fixed line broadband service. The device can be configured to use mobile or fixed line broadband communication with fully flexible call routing.
- The Reach IP 4G has a built in fully optimised antenna to maximise the signal strength of the device. Device signal strength can be checked through the Pulse device management portal or via the BI tool.
- During installation or when moving a unit the device can be placed into range test mode to allow an installer to carry our full radio testing without a call being placed on the system.
- The device contains a back up battery with a typical life of 5 years. The battery can be replaced by the service provider should it exceed it's expected life.
- The Reach IP 4G offers Automatic BST adjustment.
- Reach IP 4G can connect with any ARC platform that supports analogue communications or those that support the industry standard digital protocol TS50134-9 (SCAIP).
- The unit can be used with a universal transmitter to allow for any third party hard wired connections to be facilitated
- The device is able to identify if it loses either its primary or secondary communication carrier via the pulse management device portal or through the BI tool.
- The device is able to alert the service user in the event that the mains is disconnected. This alert can be remotely enabled or disabled via the Pulse CMP Portal.
- The Reach IP 4G is able to initiate both low battery alerts for peripheral devices as well as for the unit itself.
- Flexible call routing can be used to contact multiple emergency contacts including Alarm Receiving Centres
- Remote programming is done via the Pulse device management portal. For easy installation automated configuration can be done in a batch of devices or alternatively on a device by device basis. The Pulse device management portal also logs all configuration details for auditing purposes. The system is protected with multi factor authentication and has been pen tested for additional security adherence.
- All alarm and peripheral alerts are routed to the alarm monitoring platform as per the standards
- A unique customer reference can be applied to each device in the Pulse device management portal.
- The Touch 2 Pendant's battery has a typical life span of over 5 years (battery is not replaceable)
- Peripheral connectivity is typically over 40m.
- Peripheral devices can be connected to the Reach IP 4G for use all day or can be set to only trigger an alarm during a pre-set period of time.

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Compatibility

Connects with the following TAO compatible Telecare monitoring devices:

ZXT800	Touch 2 Personal Pendant	ZXT820	Ceiling Pull Cord	ZXT843	Advance Pill Dispenser
ZXT801	Attack Pendant	ZXT821	Big Button Switch	ZXT846	Companion Mini Epilepsy Monitor
ZXT805	Wrist Worn Fall Detector	ZXT823	Bogus Caller Switch	ZXT847	Enuresis Sensor +Cotton Sheet
ZXT810	Smoke Detector (10 Year)	ZXT830	Door Contact	ZXT850	Unboxed Transmitter (Pendant)
ZXT811	Heat Detector (10 Year)	ZXT832	Door Exit Contact & Key Switch	ZXT851	Unboxed Transmitter (Pullcord)
ZXT812	CO Detector (10 Year)	ZXT833	Door Contact (Walking)	ZXT852	Unboxed Transmitter (Smoke)
ZXT815	Flood Detector	ZXT840	Sensor Controller	ZXT861	PIR Movement Detector
ZXT816	HI/LO Temperature Sensor	ZXT841	Bed Sensor with Controller	ZXT865	Universal Transmitter
ZXT819	Hearing Impaired Smoke Alarm	ZXT842	Chair Sensor with Controller	ZXT870	Boxed Dual Smoke & CO Transmitter

Specification

Power	• 5V DC
Back Up Time	• Up to 7 days battery back up in standby mode
Conformity	• CE Marked
Standards	Compliant with the following standards: • Electromagnetic Compatibility (EMC) Emissions & Immunity Standards: • EN 61000-6-3:2007+A1:2011 • EN 50130-4:2011+A11:2014 • Radio Equipment Directive: ETSI EN 300 220-3-1 V2.1.1 (2016-12) • Social Alarm System Standard: EN 50134-3:2012
Protocols	Protocols are open, non-proprietary and BSI ratified • Analogue - BS8521 / TT92 • Digital - SCAIP (TS50134-9) IP
Telecare Transceiver	• 869.2125MHz Class 1.5
Operating Temperature	• Typical +15 to +35°C
Mounting Options	• Vertical, horizontal or wall mounted
Warranty	• 2 Years

Dimensions

Dimensions	• 120mm (h) x 187mm (w) x 38mm (d) - no stand • 120mm (h) x 187mm (w) x 75mm (d) - inc. stand
Weight	• 455g (excluding PSU)

What's in the box?

Box Contents	• Fitted SIM card, desktop stand, AC adapter and Touch 2 pendant with wearing options kit.

Product Codes

- **ZSA840** - Reach IP 4G including Touch2 Personal Pendant
- **W01830A** - Reach IP 4G 12 Months Voice & Data Connectivity (applicable in Year 3 onwards)

As our policy is one of constant product improvement the right is therefore reserved to modify product specifications without prior notice.

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