

# **PRODUCT WARRANTY**

Manufactured equipment is warranted to be free from defects in material and workmanship for a period of twelve (12) months from date of manufacture as indicated by the date stamp and/or serial number on the product.

Defective units returned by the buyer at his own expense during this period will be repaired (or replaced at the option of the manufacturer) with an equivalent piece of re-manufactured and tested equipment. The repaired or replaced equipment is then warranted for the balance of the initial warranty period or for thirty (30) days, whichever is longer.

The repair or replacement will be without charge provided that the equipment has not been subjected to electrical or physical misuse or to unauthorised repair or modification.

The foregoing warranty is in lieu of all other warranties, express or implied, including but not limited to, merchantability or fitness for a particular purpose.

The purchaser's exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever, shall be repair or replacement as specified above.

The manufacturer shall in no event be liable for any consequential or incidental damages, however occasioned, whether by negligence or otherwise.

No suit or action shall be brought against the manufacturer more than one (1) year after the accrual of the cause of action therefore.

No agent, employee or representative of the Manufacturer nor any other person is authorised to modify this warranty in any respect. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

*Tele*guard

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## Area List

AREA NUMBER	DESCRIPTION
AREA 1	
AREA 2	
AREA 3	
AREA 4	
AREA 5	
FIRE	

## Telephone Numbers to Remember

<b>Monitoring Station</b>	
<b>Sales Company</b>	
<b>Technical Support</b>	
<b>Police</b>	
<b>Fire Brigade</b>	
<b>Ambulance</b>	
<b>Doctor</b>	

# Teleguard

The Teleguard LED product complies with the following Australian Standards.

## **TS 001**

Safety Requirements  
Customer Equipment

## **TS 002**

Analogue  
Interworking &  
Non-interference

## **TS 004**

Voice Frequency  
Performance  
Requirements

## **TS 008**

Authorised  
Cabling Products

## **AS/NZS 3260**

Safety of IT Equipment  
& Electrical Business  
Equipment

## **AS/NZS 3548**

Methods of  
Measurement of Radio  
Disturbance Traits  
of IT Equipment

## **AS 4268.2**

Radio Equipment  
and Systems

## **AS 2999**

Alarm Systems for the  
Elderly & Persons  
at Risk

## **AS 2201.4**

Wireless Intruder  
Alarm Systems

The Manufacturer has deemed the Teleguard LED product and all componentry as Y2K-NA (Year 2000 Not Applicable - used for equipment that is not date sensitive and will not be effected by the year 2000.)

## **INTRODUCTION**

The decision you have made is not only important but also a very positive one. Far too many people are needlessly endangering the safety of their property and themselves by waiting until crime affects them.

## CONNECTING THE TELEGUARD

If there is only one telephone socket in your home or office, it is quite acceptable to remove the existing telephone and use in it's place the Teleguard system. Please note that the Teleguard requires a dedicated power point and phone line near to the system in order to keep the battery back-up fully charged. The telephone line cord and power plug pack should never be disconnected from their respective wall sockets.

Important Note: If other telephones or telephone devices such as answering machines or portable telephones are also connected to your telephone, it is important and recommended that a special "Mode 3" wiring technique be used. This special "secure connection" will ensure that your Teleguard system will always be able to seize the telephone line to send an emergency call, even if another connected telephone has been left with its handset "off the hook" or perhaps intentionally taken off by an intruder.

If you use an answering machine or fax machine, it is important to program them so that they do not accept an incoming call within the first 4 "double rings".

## TELEPHONE DISCONNECT ALARM

The Teleguard system has a Telephone Line Disconnect alarm option. This means that when programmed, the Teleguard will sound a local audible alarm whenever the telephone line is disconnected. This alarm can be stopped by pressing the CLEAR key.

**NOTE: This option is programmable and must be enabled by the installer upon installation of the Teleguard system.**

## **WHAT HAPPENS WHEN ... a radio device is activated.**

1. The radio device once activated, will transmit a signal to the Teleguard. The system will then transmit a signal to the monitoring station without the siren sounding.
2. If a smoke detector is activated it will sound its local alarm, while at the same time the Teleguard will sound a pre-alarm. The pre-alarm also applies to a medical pendant should this device be installed with the system. During the pre-alarm it is possible to reset the alarm and cancel the signal to the monitoring station by pressing the CLEAR key.
2. Once the pre-alarm has finished, the signal is sent to the monitoring station and on receipt of the signal, the audible alarm will begin. (To reset the alarm and send a restore signal, simply press the OFF key on the remote control or turn off at the keypad using your PIN number.)
3. After alarm activation, the monitoring station operator has a maximum of 6 minutes to call back into the Teleguard. During this period and upon receiving the call, the Teleguard will automatically answer the call in the Listening Mode. After this period of time, any call made to the Teleguard is just a standard call. Also if an alarm is reset before the Monitoring Station calls back into the Teleguard, then the call they make to the premises is only a standard telephone call.
4. On receiving an alarm, the monitoring station operator will then make contact with the premises by dialling back into the Teleguard. The Teleguard will answer the call automatically in listening mode. This feature is only possible after an alarm signal is received by the monitoring station and allows the operator to assess the situation on site and respond accordingly.
5. At this point, a series of predetermined actions will be initiated according to; (i) the alarm information transmitted to the monitoring station (ii) information determined on site by the operator and (iii) response contact lists provided by the client.
6. To verify you are an authorised user, a security voicecode must be provided when the monitoring station operator calls. If this is not provided, the response sequence will continue.
7. The audible alarm will sound for a maximum of five minutes. It is your responsibility to cancel an accidental activation by contacting the monitoring station directly.

## **RELIABILITY THROUGH MONITORING**

Your Teleguard system is designed to send test calls to the monitoring station every 7 days. The Teleguard will also send a signal to the monitoring station when the system has been disconnected from mains power or if there is a low battery condition.

If the Teleguard is disconnected from mains power for any length of time, it is recommended that the battery switch also be turned off. Please note, this means that **NO** Teleguard functions will operate. This includes the telephone functions.

Effective alarm operation requires the transmission and response to an alarm as well as the continual monitoring of system conditions including:

- \* **Intruder Alarms**

- \* **Personal Alert/Medical Alert Alarm**

- \* **Power Fail at the Premises**

- \* **Low Battery condition for back-up battery**

- \* **System Fault or Tamper**

- \* **System Isolation**

- \* **Loss of communication to the Monitoring Station**

# TELEGUARD TELEPHONE FUNCTIONS

Although the Teleguard is a comprehensive and advanced Emergency Communication system, it is also a highly featured telephone for day to day use.

## **1) Manual Dialling**

To make a call simply pick up the handset, wait for the dial tone and dial the required number using the keypad. To receive a call simply pick up the handset.

## **2) Handsfree Key**

Pressing the “handsfree” key will allow you to make or receive a call handsfree. To dial, press the handsfree key, wait for the dial tone, then enter the required number. When finished, simply press the handsfree key again to end the call.

## **3) Redial Key**

Lifting the handset and pressing this key will redial the last number that you dialled via the keypad keys.

## **4) Recall Key**

The recall key is used when operating call waiting with your Telstra Easy call service.

### **Note:**

It is recommended that when using Telstra Easy call for diverting calls, that you only use the \*61# option (Ie, call diversion after no answer) as this will still enable the monitoring station operator to gain access to Listening mode when responding to an alarm activation from the Teleguard.

# TELEGUARD TELEPHONE FUNCTIONS ...

continued

## **5) Memory Operation - (i) Storing Numbers**

Ten memorised numbers may be stored into the system. To store a number, lift the handset and press the store key. Enter the telephone number to be stored, press the store key again followed by a digit 0 - 9, being the memory location the number is to be stored into.

## **Memory Operation - (ii) Using Memory Numbers**

To dial a number stored in the memory, lift the handset or press the handsfree key, wait for the dial tone, then press the memory key followed by the memory location number.

## **6) Ringer Volume**

*Tele*guard

**BACK-TO-BASE  
MONITORING**

## **BATTERY REPLACEMENT**

When a sensor gets a low battery, it will transmit the condition to the Teleguard system. The LOW BATT light (LED) will illuminate and the corresponding area light (LED) will flash to indicate which sensor has the low battery condition. On receiving this warning the battery should be replaced as soon as possible then press the CLEAR key.

### **PIR'S**

The battery in a Passive Infra-Red sensor is a 9 volt alkaline type which gives long sustainable life. The life of an alkaline battery is around 12-18 months.

1. Remove the sensor from the wall and carefully remove the cover.
2. Note that towards the middle of the circuit board is the sensor (or eye). On NO account must you touch this eye as it will affect it's operation.
3. Carefully remove the old battery and replace it with the new one.
4. Replace the sensor cover.
5. Now place the sensor back onto the wall in it's original position.

### **SMOKE DETECTOR**

When a smoke detector gets a low battery it will beep every 14 seconds to let you know that the batteries need to be changed.

1. Carefully remove the smoke detector chamber from it's roof bracket.
2. Remove the old battery and replace it with the new one.
3. Replace the smoke detector chamber back onto the roof bracket.

## **DO'S & DON'T'S WITH YOUR TELEGUARD**

### **DO...**

- ...Ensure pets are in an unmonitored part of the house.
- ...Check that all windows and doors are closed.
- ...At night, close curtains when the system is armed as car headlights may trigger a sensor.
- ...Ensure that spare remote control units are concealed in a safe place or with another family member.
- ...Use a surface bug spray on the wall surrounding the sensors every 3 months.
- ...Vacuum smoke detector entrances at least once a year.

### **DON'T...**

- ...Leave pets inside when the system is armed.
- ...Leave windows open or ajar as curtains may trigger sensors.
- ...Allow children to tamper with sensors, remote controls or the Teleguard.
- ...Leave spare remote control units lying around the house when empty and the system is armed.

# Teleguard

## HOME PROTECTION FUNCTIONS

**NOTE:**

Remote disarming of a security system (Page 12) is not permitted as part of the Australian Standard AS2201.1 – Systems Installed in Client’s Premises, 1998. Consequently, as standard, it is not possible to remote disarm the Teleguard LED. If this function is required then it must be requested by the customer upon installation. If requested, then the customer acknowledges that the systems operation no longer fully complies with this standard.

# CONTROL KEY FUNCTIONS

Emergency key = Can be programmed for Medical or Personal Alert.  
Medical - 1 second press / Personal Alert - 3 second press.  
Flashes when key has been pressed.

Clear key = Clears the following functions: \* Radio device low battery  
\* Fire & Medical alarms \* Telephone Line Disconnect  
alarm

Arm key = Pressed before entering the four digit PIN number to arm  
the system.

Disarm key = Pressed before entering the four digit PIN number to  
disarm the system.

Isolate key = Used with the four digit PIN number to isolate areas from  
being armed.

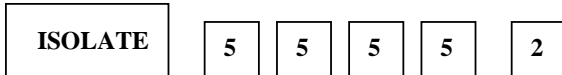


## ISOLATE AN AREA FROM BEING ARMED

- 1) This mode of operation is used to Isolate (not arm) certain areas whilst arming the remainder of the system.
- 2) Isolating must be done on the Teleguard keypad and is done as follows. Press the ISOLATE key, then enter your 4 digit PIN number (eg 5555) followed by the area to be isolated.

Areas are automatically de-isolated when the system is disarmed via remote control or by disarming at the keypad using your PIN number.

### Key Sequence



### Operation

The example shows Area 2 being Isolated upon arming.

## TEST KEY OPERATION

### TEST 1 - AUTO DIAL TEST

When pressed for 10 seconds, the system will send a test report to the monitoring station. This will also reset the automatic test call time and the weekly test reports will now be sent at this new time.

### TEST 2 - RADIO DEVICE TEST

When pressed for 10 seconds, the Teleguard system will sound an acknowledgment beep and will then be in the testing mode for radio devices. It will remain in this mode for up to 5 minutes. While in test mode, any transmissions received from a radio device, will result in the system sounding a loud acknowledgment beep with the corresponding area light flashing. To end this test mode, simply press the CLEAR key.

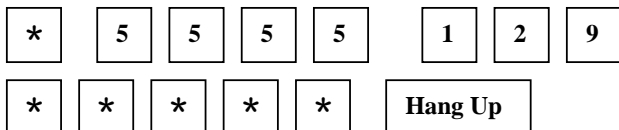
### NOTE:

- (i) It is highly recommended that you test all radio devices on a regular basis.
- (ii) When testing the PIR sensors, they will have either a 30 second or 2 1/2 minute sleep time between activations. This facility ensures prolonged battery life.

## REMOTE ARMING

- 1) It is possible to arm the Teleguard remotely with your PIN number.
- 2) To access your Teleguard from a touch-tone telephone, dial your phone number, let the phone ring once then hang up. Wait ten seconds, then redial your number and the Teleguard will accept your call. You now have 60 seconds to enter your PIN number and place it into programming mode. If you make a mistake wait at least 60 seconds before trying again.
- 3) Enter (\*) followed by your PIN number, you are now in programming mode. Enter programming address 129 to Arm the system. Successful entries will result in fast beeping acknowledgment tones being delivered. *{An unsuccessful entry will result in slow tones. If unsuccessful, press the \* key 5 times to hang up. Then repeat the process from the beginning.}*
- 4) Press the \* key 5 times to hang up the call.

### Key Sequence



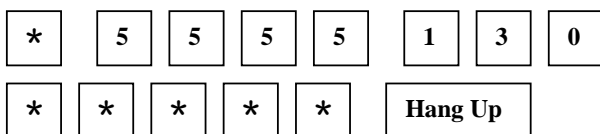
### Operation

The example shows a PIN number of 5555 being used to remotely arm the system and ending the call with 5 \*'s.

## REMOTE DISARMING

- 1) It is possible to disarm the Teleguard remotely with your PIN number.
- 2) To access your Teleguard from a touch-tone telephone, dial your phone number, let the phone ring once then hang up. Wait ten seconds, then redial your number and the Teleguard will accept your call. You now have 60 seconds to enter your PIN number and place it into programming mode. If you make a mistake, wait at least 60 seconds before trying the procedure again.
- 3) Enter (\*) followed by your PIN number, you are now in programming mode. Enter programming address 130 to disarm the system. Successful entries will result in fast beeping acknowledgment tones being delivered. *{An unsuccessful entry will result in slow tones. If unsuccessful, press the \* key 5 times to hang up. Then repeat the process from the beginning.}*
- 4) Press the \* key 5 times before hanging up the call.

### Key Sequence

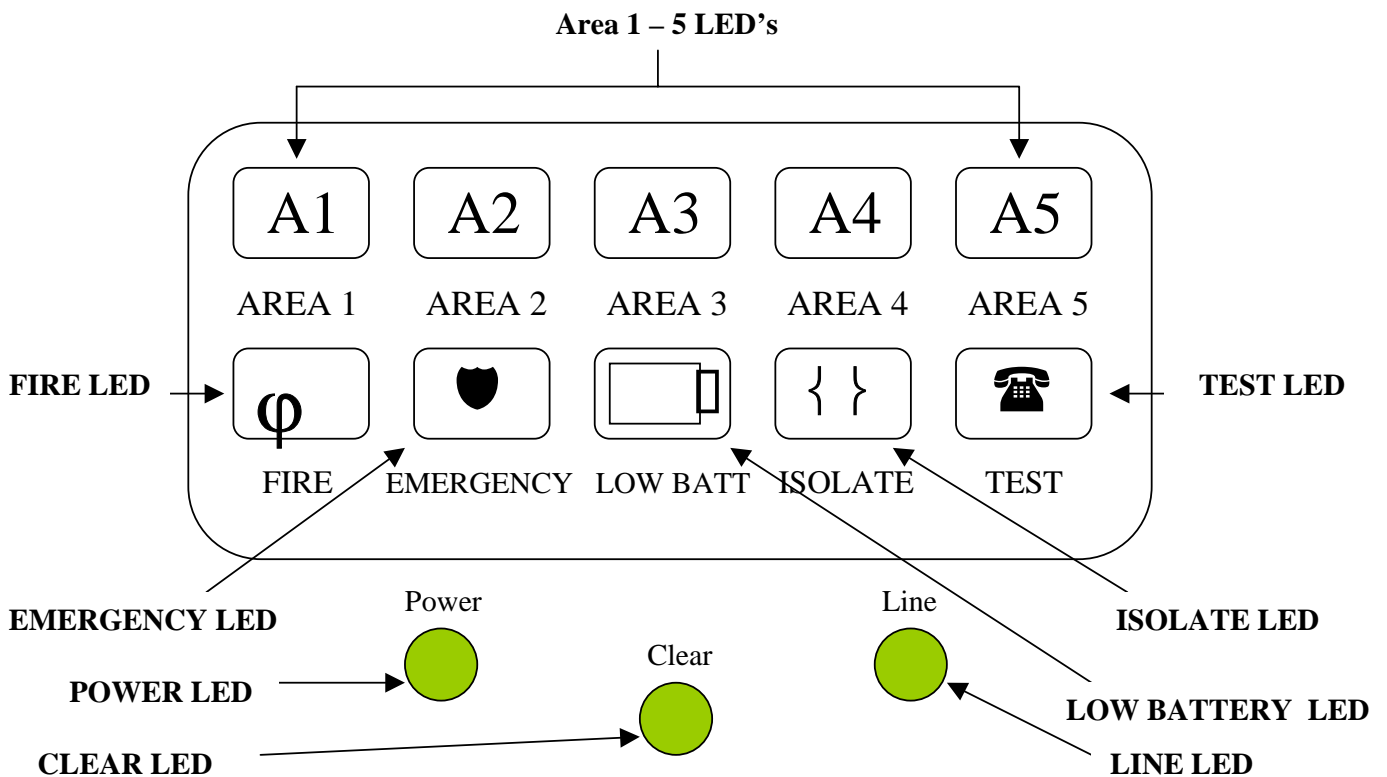


### Operation

The example shows A pin number of 5555 being used to disarm the system and ending the call with 5 \*'s.

# LED INDICATORS

- Power led (constant) = Indicates power is ON.
- Power led (flashing) = Indicates power is OFF and the system is running on back-up battery.
- Area 1 - 5 leds (constant) = Indicate that there has been an alarm activation in that area while armed.
- Fire led (constant) = Visual indicator that a smoke detector has alarmed.
- Panic led (constant) = Provides visual indication of personal alert or medical alarms.
- Low Battery led (constant) = This will indicate a low battery on an area with the corresponding area light flashing.
- Isolate led (constant) = This will indicate isolation of an area with the corresponding area light(s) flashing.
- Test led = Test 1 or Test 2 in operation.
- Clear led = Indicates that the clear key has been pressed.
- Line led (constant) = Telephone line is in use.
- Arm led (constant) = System is armed.
- Arm led (flashing) = System is in the exit period.
- Disarm led (constant) = System is disarmed.
- Disarm led (flashing) = System is in the entry period.



# EMERGENCY CALLS

Your Teleguard system can be programmed to send either of the following forms of emergency calls to the monitoring station:

- 1) Personal Alert or
- 2) Emergency Medical

There are 3 ways that either of these signals can be generated.

## **METHOD 1: (Remote Control)**

The remote controls are generally used to arm & disarm the system. However, to generate an emergency alarm, simply press the ON & OFF keys simultaneously.

## **METHOD 2: (System Emergency Key)**

The Teleguard system emergency key is the large key marked with an “E” at the bottom right hand corner of the Teleguard. If the emergency key has been programmed for emergency medical, then the key must be pressed for 1 second. If the emergency key has been programmed for personal alert, then the key must be pressed for 3 seconds.

## **METHOD 3: (Medical Pendant)**

The medical pendant is generally used for the elderly or people with disabilities or medical conditions. This pendant can also be used to answer or hang up calls in hands free mode. If the emergency key is pressed, an emergency call is generated.

## **1. PERSONAL ALERT - programmed**

When one of the above devices is activated, the EMERGENCY light (LED) will illuminate and a signal will be sent to the monitoring station. When the signal has been received, the audible alarm, if programmed, will sound.

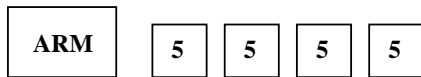
## **2. EMERGENCY MEDICAL - programmed**

When one of the above devices is activated, the EMERGENCY light (LED) will illuminate and the Teleguard will sound a pre-alarm. During this pre-alarm it is possible to cancel the signal by pressing the CLEAR key. If not pressed before the end of the pre-alarm, a signal will still be transmitted to the monitoring station. When the signal has been received, the audible alarm, if programmed, will sound.

## ARMING THE SYSTEM

- 1a) Using the remote control, press the Red ON key momentarily, the Teleguard will sound 2 LOUD acknowledgment beeps followed by exit beeps, if it has been successful in arming
- OR**
- 1b) Using the keypad on the Teleguard Unit simply press the ARM key then enter your 4 digit PIN number (eg 5555).
- 2) The exit timer and beeper will start when either one of these operations is carried out.

### Key Sequence



### Operation

The example shows a PIN number of 5555 being used to change the system to ON mode.

## DISARMING THE SYSTEM

- 1a) To disarm the system using the remote control simply press the OFF key momentarily, the Teleguard will sound 1 LOUD acknowledgment beep if it has been successful in disarming,
- OR**
- 1b) Using the keypad on the Teleguard, press the DISARM key then enter your 4 digit PIN number (eg 5555).
- 2) The Teleguard will sound 5 FAST beeps when disarming, if there was an alarm transmission to the monitoring station during that armed period.
  - 3) To reset an alarm while the system is armed simply follow either Step 1 or Step 2 above. This will turn off the siren and send a restore signal to the monitoring station.

### Key Sequence



### Operation

The example shows a PIN number of 5555 being used to change the system to OFF mode.