



DDA Bespoke



Assistance

*\*This facility relies on precise timings from the BT exchange. This may produce random operation.*

## FAQ's

### Q. What happens if I am on the telephone when my visitor arrives?

A. The TelGuard will automatically search for an alternative number. If there is no alternative number the system will say that 'it has not been possible to connect your call' and the line will cut. In this case the visitor should try calling again.

If the occupant has Call Waiting or similar on their phone line, they are able to switch to the incoming call and allow access and then revert back to the original caller to continue conversation.

### Q. How do I know the call is from the TelGuard?

A. The telephone will ring in the normal way. If the occupant has Call Sign or Caller Display on their telephone they will know that the call is from the TelGuard.

### Q. Will TelGuard run up an expensive bill?

A. The TelGuard connects to a 'BT' type telephone line, an extension of a telephone system or the mobile phone network. If the system is connected to a 'BT' type telephone line, each time a visitor uses the system to call an occupant there is a call charge. This call charge will normally be a local rate charge of up to 5p. This call charge can be reduced by registering the line to the TelGuard to benefit from cheap rate or even free calls.

If the system is connected to an analogue extension of a telephone system and the calls are internal, there will not be a call charge.

If the system is using a mobile phone SIM card on a Pay As You Go tariff the calls will normally be 8p or 9p per minute. A contract SIM card will allow a pre-paid amount of minutes within the monthly cost.

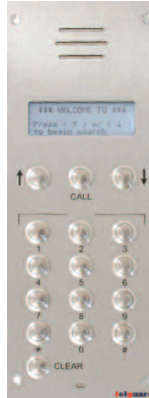
In all of the above examples the call charges will be paid for from the communal service charge and no charges will appear on occupants own telephone bills.

### Q. What happens if I do not have a telephone?

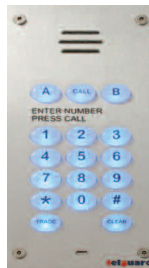
A. A Pay As You Go mobile telephone can be purchased for very little cost and will allow incoming calls from the TelGuard and also 999 calls to be made in case of an emergency.

### Q. Is my telephone compatible?

A. Any telephone that is used to operate the TelGuard must be capable of tone dialling (DTMF). To determine that the phone is tone dialling, put the phone to your ear and press the '#' key. You should hear a 'beep', if not the phone may have a switch that needs to be set to MF or MFT.



Senior



Junior

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### Q. Is TelGuard able to operate a pedestrian gate as well as a vehicular gate?

A. Yes, TelGuard is available with up to 4 clean contact relays that can pulse or latch. These relays can be used for a number of functions. CCTV could be activated when a visitor presses a button on the panel or the same action could activate lights along a drive. In the majority of applications relay 1 would be used to operate the vehicular gate by pressing '#' on the occupants telephone, the pedestrian gate would be wired to relay 2 and '2#' would be used for operation from the telephone and relay 3 could be used to open the gates and hold them open by pressing '3#' to open and then '6#' to close.

### Q. Has TelGuard got a Trades facility?

A. Yes. The trades facility is set using the internal, battery backed time clock. The time clock is daylight saving so it will not need to be adjusted when the clocks change to or from BST and GMT. The trades button (where fitted) can be set to only operate during certain time periods. This can be set up by the installer.

### Q. Is Telguard available with a coded access keypad?

A. Yes, the keypad allows access via a 4 - 8 digit code.

### Q. From what location is the Telguard programmed?

A. The TelGuard can be programmed by the installer or from our offices in Ockley. Each system has an on-board modem to allow remote programming. This can also be carried out by the installer. Local programming is also possible via the keypad (where fitted).

### Q. How do I change my telephone number or entrance code?

A. Contact the managing agents who will inform the TelGuard office by fax or email and the alteration will take place remotely. There may be a charge for this service.

# telguard®

Telephone based entry systems using your existing phone



## www.dooreentry.co.uk

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Guide

TelGuard  
Unit 2/3  
The Old Stables  
Ockley Court Farm  
Ockley  
Surrey RH5 5LS

Tel: 01306 710120  
Fax: 01306 713769  
Email: [sales@telguard.co.uk](mailto:sales@telguard.co.uk)



Scroll



T -Bespoke

The TelGuard system operates by calling a normal 'BT' type telephone or mobile phone from an entrance. This guide is designed to cover the operation of the Bespoke, T-Bespoke, Junior, Scroll, Millennium and Senior. A description and operation of each panel is explained, although some installations will not be using all the features of the system.

There may be a camera fitted at the top of the any of the panels and a proximity reader at the bottom of the panel.

#### Connection

To have your number added to the system, please contact your Managing Agent or installation company.

#### Bespoke

The Bespoke is identified as having individual stainless steel call buttons, these may be backlit. This model is also available with a keypad for coded entry.

#### T-Bespoke

The T-Bespoke has a backlit silicon keypad and a single call button marked 'CALL'.

#### Junior

The Junior has a full backlit silicon keypad which combines is used for calling destinations and coded entry access.

#### Scroll

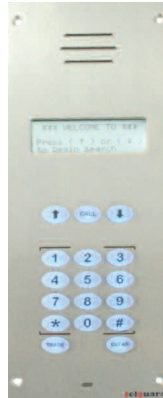
The Scroll has a backlit LCD display with scroll up and down buttons and 'CALL' and 'CANCEL' buttons.

#### Millennium

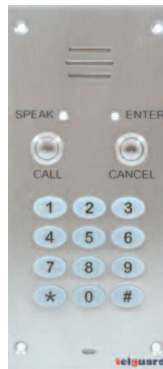
The Millennium has a backlit LCD display with a full silicon keypad which combines is used for calling destinations and coded access.

#### Senior

The Senior has a backlit LCD display and a full suite of call buttons numbered 0 - 9. This is in place of a coded keypad but the buttons are used calling destinations and for coded access.



Millennium



One -2- One

#### Making A Call

To make a call from the **Bespoke** or **T-Bespoke** simply press the 'CALL' button or the button adjacent to the number or destination you require.

On the **Junior** keypad, a digit or combination of digits is selected before pressing the 'CALL' button.

The **Scroll** panel uses the up and down arrow buttons to scroll to the number or address required and the 'CALL' button is then pressed.

The **Millennium** and **Senior** both use the up and down arrow buttons to scroll to the number or name required followed by the 'CALL' button, or a single or combination of digits from the keypad followed by 'CALL'.

Once the call has been initiated, the caller will hear the ringing tone of the telephone at the destination. When the call is answered, two way conversation can take place and when the recipient of the call wishes to allow access, they simply press a pre-determined digit (normally '#') on their telephone which activates the entrance. Once they have pressed the digit the phone call is cut.

If the line is busy or if the phone is not answered, the system will search for alternative telephone numbers if programmed. The number search is not compatible with Call Minder or BT1571. If the receiver of the call does not have an alternative number, they could utilise Call Waiting to indicate a second call on the line.

#### Receiving A Call

Your telephone will ring in the normal way. Once answered, two-way speech can take place and the visitor identified. To allow access the normal key to press is the '#' key. When pressed a 'beep' will be heard from your telephone earpiece and access is granted. If you do not hear the 'beep' press the key again as some cordless phones only provide the correct tone if the key is pressed quickly.

There is a call duration time - out, set as standard to 1 minute. If you do not want to allow access to your visitor just put the phone down and terminate the call as you would with a normal telephone conversation.

#### Options

A range of options are available from the various telecoms providers that may enhance your use and enjoyment of the TelGuard system. The largest service provider in the UK is British Telecommunications plc and so there are some of their services listed and how they will affect the use of your TelGuard.



DDA Senior



Bespoke

#### Call Party Answer

This facility is already active on the GSM system but has to be activated on the TelGuard land line to optimise performance of your TelGuard. Unless CPA (Called Party Answer) is active, some facilities on your TelGuard may be adversely affected.

#### Video Option

This is not a BT service. When the system incorporates a camera, the picture from the camera will normally be linked to your TV. A dedicated channel is tuned to the frequency from the camera rather than a television programme. When this channel is selected the picture from the camera will be displayed on the television.

#### Call Sign

A second number is allocated to your existing phone line but when a caller uses this number your phone rings in a different tone. If this number is programmed in to the TelGuard you will know that it is an entrance request each time the phone rings in the different tone. If working from home this number could also be used by business contacts rather than private contacts.

#### Call Minder Standard

This is an answering service that will allow callers to leave a message for you if you are engaged on the phone or if you are out. The amount of rings before answer may need to be adjusted to suit the alternative number search facility.

#### Call Waiting

This facility indicates another caller is trying to contact you while you are on another call. A 'beep' is heard on the line to indicate the waiting call.

#### Having A Problem?

Call the Management company who will contact the installer of the equipment.

#### Still Having A Problem?

Call TelGuard on 01306 710120