

## HOW DOES THE SYSTEM WORK?

- The Telguard intercom unit is designed to ring your phone of choice once the relevant property button has been pressed on the external unit. You will receive a normal telephone call on your landline or mobile, and the number that appears on the screen (where applicable) is the unit telephone number and can be stored as "door/gate" for future reference.
- Answer the call as normal, and once you have confirmed the identity of the visitor you simply press the # key (by default) and this will trigger the operating equipment. You should hear a tone down the line confirming this has been accepted and the call will be dropped, or if you do not wish to allow the visitor access, simply hang up the call.
- If you have multiple entrances that need controlling, you can enter a different command on your telephone keypad to trigger the alternative equipment.

## DEFAULT COMMANDS AND PIN CODES

- The following list confirms the default Access Tones and PIN Codes that are pre-programmed into your Telguard intercom unit at the point of installation.

**ACCESS TONES** What is pressed on the telephone keypad to allow access:

# Pulse 1	2# Pulse 2	5# Pulse 3
3# Latch 1	4# Latch 2	8# Latch 3
6# Unlatch 1	7# Unlatch 2	9# Unlatch 3

**PIN CODES** What is pressed on the coded entry keypad (where fitted) to gain access:

*1111 Pulses Relay 1	*5555 Pulses Relay 3
*2222 Pulses Relay 2	*8888 Latches Relay 3
*3333 Latches Relay 1	*9999 Unatches Relay 3
*6666 Unlatches Relay 1	

We strongly recommend the above PIN codes are changed at the point of installation.

## CODED ENTRY ACCESS

- If a coded entry keypad is fitted, you can programme in various PIN codes to trigger the operating equipment. Please refer to the default PIN code chart above.

## AUTHORISED DIAL IN

- The Telguard intercom unit can be programmed with Authorised Dial-In numbers. If your number has been programmed into the system, you can ring into the intercom and trigger the operating equipment where necessary. Please contact your Installer should you wish to set this facility up.

## TEXT COMMANDS

- Text commands are controlled by the Command ONE app.



**OPEN | HOLD | CLOSE  
AT THE CLICK OF A BUTTON**

[www.telguard.co.uk/support/downloads/apps.html](http://www.telguard.co.uk/support/downloads/apps.html)

## ARE THERE ANY CUSTOM SETTINGS I NEED ENABLED FOR TELGUARD TO WORK?

- DTMF TONES** Dual Tone Multi Frequency: This must be enabled on any phone receiving a call from the Telguard intercom unit as it generates the tone which triggers the operating equipment. Please check with your phone manufacturer of choice to ensure DTMF tones can be enabled.

## WHAT IF I NEED TO CHANGE A SETTING OR NUMBER?

- The Telguard intercom unit can be remotely configured by your installer.



## WHAT HAPPENS IF I'M ON THE PHONE WHEN A VISITOR ARRIVES?

- We recommend enabling "Call Waiting" on your phone so you can see the additional call coming through. You can then put the original call on hold to answer the intercom, or it can be ignored. If your phone creates an engaged tone, the Telguard will automatically divert to the next number where applicable.
- If voicemail is enabled, the system is unable to divert once this has answered. The visitor can leave a message or cancel the call by pressing the "Clear" button.



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EU CE Declaration of Conformity and Radio Equipment Directive is available at [www.commtel-uk.com](http://www.commtel-uk.com) | GB-RH10 9XN