

Telecom 4000

User Guide



Tunstall Canada Inc, 7540 Bath Road, Mississauga, Ontario, L4T 1L2, Canada.
Tel. 905-677-1144 • Fax. 905-677-1121 • <http://www.tunstallcanada.com/>
Tel. 1-800-892-2205

Contents

Setting up	1
<i>Place Telecom 4000</i>	1
<i>Connect Telecom 4000</i>	2
<i>Test Telecom 4000</i>	3
Using Telecom 4000	4
Requesting help	4
Answering a call	5
Making a call	6
Adjusting the volume	7
The Away feature	8
The Intruder Alarm	9
<i>Using Away and Intruder together</i>	11
Using medication reminders	12
Using radio pendants	13
<i>How close do I have to be to use my radio pendant?</i>	14
Amie	15
Fall Detector	16
Telecom 4000 in detail	19
<i>Understanding alarm calls</i>	22
<i>Reliability</i>	23
Configuring Telecom	25
<i>Fast Dial Keys</i>	25
<i>Voice Announcements</i>	27
Problems and Answers	29

Copyright © 2002 Tunstall Group Ltd.

All rights reserved. Neither the paper-based guide, nor the electronic version of the same, nor any portion of the text and/or images, may be copied, distributed, broadcast, or transmitted in any form or using any means howsoever, without the express written permission of Tunstall Group Ltd., with the one exception described below. Under no circumstances may the paper-based or electronic guide be edited, amended or adapted, or used for any purpose other than as an aid to using Telecom 4000.

Reproducing manuals for visually-impaired users

This manual can be copied and enlarged to help visually-impaired users. Such copies may only be given to owners and users of Telecom 4000, and this is the only purpose for which anyone outside Tunstall may reproduce this manual.

You may enlarge this manual using a photocopier. Alternatively, you can obtain these manuals as Adobe Acrobat documents (also called PDF files) and print in an enlarged format using the free Adobe Acrobat Reader. You can download these PDF files from the Tunstall web site: <http://www.tunstallgroup.com/docs/> You can obtain copies of Adobe Acrobat Reader from Adobe's web site: <http://www.adobe.com/> To enlarge a manual while printing with Adobe Acrobat select the 'Fit to Page' option when printing.

Trade Marks

TM TUNSTALL, AMIE, PNC3 VISION, PNC4 VISION, and TELECOM 4000 are trademarks of the Tunstall Group Limited.

Setting up

Three simple steps

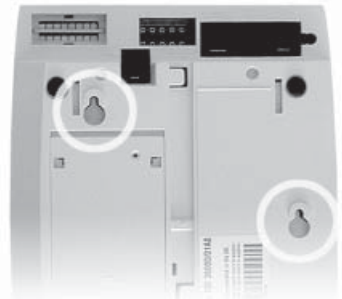
1. **Place Telecom™** in a suitable position
2. **Connect Telecom** to your telephone line and a power receptacle
3. **Test Telecom** by pressing the radio pendant to raise an alarm

Place Telecom 4000

Place Telecom on a flat surface, or have it mounted on a wall. Put it somewhere you can easily reach. It should also be close to a telephone jack and a power receptacle.

Attaching to a wall. If you decide to attach your Telecom to a wall then you will find slots to grip the screws on the back of Telecom. There is a separate paper template included in the packaging that will show you where to drill the holes for the screws.

Note: As most users do not mount Telecom 4000 on the wall the screws needed for mounting are not provided.

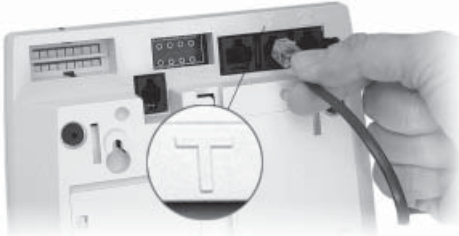


*Although Telecom is a rather clever piece of equipment, it is quite robust, and you can treat it just like any other telephone. However, this means that you **should not**:*

- *Place your Telecom next to something that makes a lot of noise, such as next to a television, radio or washing machine.*
- *Put it right next to your stove, or close to any other heat source.*
- *Set Telecom in a place where it will get damp, such as a bathroom, or near house plants that are sprayed at any time.*
- *Place it very close to any large metal objects, such as microwave ovens, as large pieces of metal stop the signals from the radio pendant reaching Telecom.*
- *Put Telecom on top of something soft, such as a thick towel, as this can stop sound reaching the microphone.*

Connect Telecom 4000

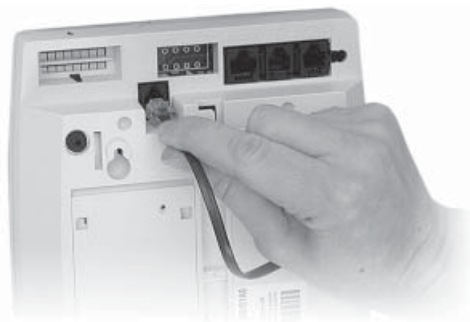
1. First, connect your Telecom to a telephone jack in your home using the cable that came in the box with Telecom. Do not connect Telecom to the telephone jack via a telephone adaptor.



2. You can then connect your ordinary telephone to Telecom. If you do not connect your other telephones **through** Telecom, but use a telephone adaptor instead, then Telecom may have difficulty making alarm calls if another telephone is being used for a call.



3. Next, connect the lead from the AC adapter to the back of your Telecom, and then plug the AC adapter into a power receptacle.



4. When you connect your Telecom to the power the largest button on the top of your Telecom should light up.



Test Telecom 4000

Once you have connected your Telecom you can test it. Press the button on the Fall Detector or Amie pendant that came with your Telecom, and wait a few seconds. Telecom will call your response center. When your call is answered tell the operator that you are testing your new Telecom—the operator will be pleased to hear from you.



Problems?

In the unlikely event that something does not work as you expect then consult the **Problems and Answers** section towards the back of this guide.

Using Telecom 4000

Requesting help

If you need help simply press the button on your Fall Detector or radio pendant. This sends a signal to Telecom which tells it to call your response center.



Alternatively, if you can easily reach your Telecom you can press the large alarm button.

Your home can also be fitted with extra buttons and pull cords that raise an alarm. The person who installs these in your home will show you where they are and how they work.



Cancelling

If you accidentally raise an alarm call (i.e. you unintentionally press one of the alarm buttons on your Telecom or radio pendant) you can cancel the alarm call by waiting five seconds and then pressing your Telecom's **Cancel** key. However, once the call reaches a response center pressing the **Cancel** key will have no effect. This is a safety feature. When the operator answers your call simply explain that it was an error—the operator will be pleased to hear from you.



Answering a call

When the phone rings you can answer it in any of the four following ways:

1. Pick up the handset of the telephone attached to Telecom.
2. Press the **Speaker** user key on the top of your Telecom. This is the user key with **Speaker** displayed beside it.
3. Press the button on your Amie pendant or Fall Detector. This method of answering a call can be turned off by an installer or your response center, and so you need to check that it has been set to work on your Telecom. If you answer a call using your radio pendant you will only be able to carry on a hands-free conversation if you are close enough to hear and speak to your Telecom. You can end the call by pressing the button on your radio pendant again.
4. Press the **Cancel** key on your Telecom. Press the **Cancel** key again to end the call.



Making a call

You can make a call in the three following ways:

1. Press any of the **Fast Dial** keys on the top of your Telecom. These will automatically call the friend or contact whose name is displayed beside the key.



2. Press the **Speaker** key, and then lift the flap and enter the telephone number to call.



3. If you have a telephone plugged into your Telecom you can use it to make and take calls as normal. Simply lift the receiver and dial the number.



Adjusting the volume

On the top of Telecom there are two keys—one increases the volume and the other decreases it. These keys adjust the volume of the ringing you hear when someone calls you. If you need Telecom to ring louder when someone calls then press the **Up** key and you will hear Telecom ring once for each time you press.

You can also use these keys to adjust the volume of the caller's speech. If you cannot clearly hear someone who has called you then press the **Up** key to increase the volume of their speech.



Up



Down

In short, if you are in the middle of a telephone conversation these volume keys can be used to make the caller's speech louder or quieter. Otherwise, these keys adjust the volume of the ringing you hear when someone calls.

These changes are not temporary. If you increase the volume during a call then you will find that your Telecom 4000 remains at this volume for the following calls.

The Silence key

If you press the **Silence** key (if your Telecom has one) then the person on the other end of the telephone line will not be able to hear you, and you will not be able to hear them. Press the key again speak to the caller.

The Away feature

What is the **Away** feature?

Your Telecom can be set up to detect high and low temperatures, when you are inactive, or to discover and report a range of other incidents to your response center. For example, if you are feeling ill you might not get up in the morning. If your Telecom has been configured to detect inactivity it will eventually call your response center to let the staff know that you have not been active.

To do this reliably it needs to know whether you are in your home or away from your home. Otherwise, your Telecom might think that you are inactive every time you go away to visit a friend or relative.

Going **Away**

To tell your Telecom that you are going to be away press the **Away** key. You will hear the word **Away** spoken, and the **Away** key will light up.



Returning home

To tell your Telecom that you have arrived home press the **Away** key again. You will hear the word **Home** spoken, and the **Away** key will turn its light off.

Returning home and raising an alarm

If you return home and raise an alarm by pressing a button or pulling an alarm cord (if one is fitted in your home) then your Telecom will make an alarm call even if **Away** is turned on. After making the call it will automatically switch the **Away** feature off—it will return to its **Home** status.



The Intruder Alarm

Your Telecom can be set up to act as an intruder or burglar alarm. This feature is designed to protect your home when you are on holiday, or away visiting friends. It can also be used at night when you are sleeping.

Your Telecom can use movement sensors and pressure mats to detect intruders. It can also be connected to a conventional burglar alarm if you wish. The advantage of Telecom over most burglar alarms is that Telecom will call a response center to summon help, whereas many burglar alarms just make a loud noise.

Turning the intruder alarm on

If your Telecom is set up to work as an intruder alarm one of the user keys will be labelled **Intruder**. If an intruder is detected your Telecom will automatically call your response center and report the intruder. However, you have to turn this feature on and off as you need it, otherwise your Telecom might think there is an intruder in your kitchen every time you make a cup of coffee.



To turn your intruder alarm on press the **Intruder** key. You will hear the word **Intruder** spoken, and the **Intruder** key will light up.

Exit time. If you are setting your intruder alarm before you go away on holiday, or even to the shops, then you will have a fixed amount of time to leave your home before intruder detection becomes active. This is usually set to 60 seconds, although this time can be altered by an installer or your response center.

Turning the intruder alarm off

To turn your intruder alarm off press the **Intruder** key and then enter the 4-digit security personal identification number (PIN) you have been given using the number keys under the flap. Once you do this you will hear the words **Intruder off** spoken and the light in the **Intruder** key will go off.

If you do not enter your PIN number correctly then the display will continue to display the words **Enter PIN**. Just enter the PIN again and, if Telecom recognizes the number, you will hear the words **Intruder off**.

Keep your PIN secure. Your PIN number is needed to prevent just anyone from turning your intruder alarm off. It is important that you do not write it down in a place where an intruder might see it.

Entry time. When you return home from the shops, or from a visit to friends, your movement will be detected by your intruder alarm. You will normally have 60 seconds to turn the intruder feature off before it raises an alarm call. However, this time can be altered by an installer or your response center. If you do accidentally trigger your intruder alarm you can always cancel the alarm call.

Cancelling a false alarm

To cancel an alarm press the **Cancel** key and then enter your security personal identification number (PIN). As mentioned above, if you fail to enter this number correctly then the words **Enter PIN** will continue to display. All you have to do is enter your PIN number correctly. Once your Telecom recognizes your security PIN you will hear the words **Intruder off**.



Using Away and Intruder together

Your Telecom can be configured to use both the **Away** and the **Intruder** feature together. This means that every time you press your **Away** key, your intruder alarm is turned on as well. When you return and press your **Away** key again you will also need to turn your intruder alarm off by entering your security personal identification number (PIN).

In short, the **Away** key turns both the **Away** feature and the **Intruder** feature on and off at the same time. The **Intruder** key, however, turns only the **Intruder** feature on and off.

Raising an alarm when you return home

If you return home and press an alarm button before turning your **Away** feature and intruder alarm off, this will raise an alarm. As mentioned previously, if you are just using the **Away** feature then this will turn **Away** off. However, if you are using **Away** and **Intruder** together then raising an alarm will **not** turn **Away** and **Intruder** off. This is a security feature.



To turn **Away** and **Intruder** off you have to press the **Away** key and enter your security PIN. You can only do this after your alarm call has finished. If you press the **Intruder** key and enter your security PIN this will turn **Intruder** off and leave **Away** on, which can be useful if the burglar alarm connected to your Telecom is faulty.

Using medication reminders

Your Telecom can be configured so that it can store recorded reminder messages.*

If your unit is set up to provide medication reminders one of the user keys will be labelled 'Message'. When a timed message is due the Telecom will sound a distinctive chime, the message key will flash, and you should press the message key. The message will then be replayed. You can hear the message again by pressing the message key a second time.

If you are using medication reminders and you are away from home, you can press the 'Away' key before you leave to prevent messages being announced.

When you return, then press the Away key again to return the unit to its home status.



*A separate instruction card is included with the unit describing how to record medication reminder messages.

Using radio pendants

Radio pendants use radio waves to send out signals to your Telecom. If you press the button on a pendant this will send a signal to your Telecom telling it to raise an alarm.

Telecom can work with a variety of different radio pendants. Telecom can even accept signals from several radio pendants at once, although most Telecoms are sold with just one pendant, such as an Amie pendant.

- Keep your radio pendant with you at all times.
- Keep it by your bedside at night.
- Do not put your radio pendant into water.
- Clean only by wiping with a soft, slightly damp cloth.

How close do I have to be to my Telecom to use my radio pendant?

Different types of radio pendant can work at different distances from your Telecom. The maximum recommended distance is given for each type of pendant, although you should note that this is only an estimate. A pendant with a low battery will not be able to work as far from your Telecom as a radio pendant with a new battery.

The key issue is how easily the radio signals can travel between your radio pendant and your Telecom. For example, if there is nothing between your Telecom and your radio pendant other than a single pane of ordinary glass (maybe you could be at the bottom of your garden), then they will be able to communicate at distances greater than the recommended maximum. On the other hand, if a metal cabinet or thick stone wall is between your Telecom and your radio pendant then they may have problems communicating, even if they are just a short distance from one another.

Visiting next door. If you visit your neighbour your radio pendant will probably not be able to communicate with your Telecom. This is because the radio signal will have to travel through two walls and over quite a distance. You can always try it if you wish, but do not rely upon it working once you are away from your home.

Going to the shops. Your radio pendant will almost certainly be out of range of your Telecom if you take it to the shops. Your radio pendant will not work once you are away from your home.

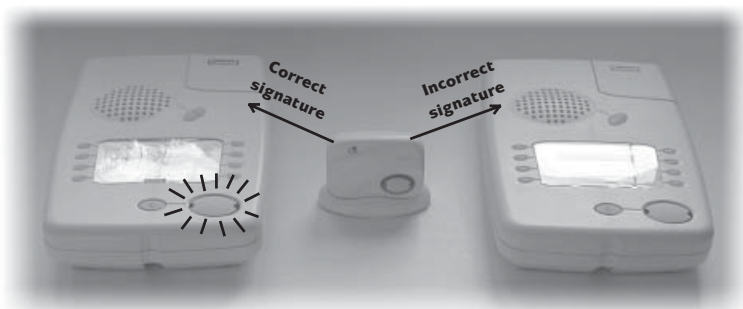
In the bathroom. You may want to take your radio pendant into the bathroom, and it should work just as well in this room as it does in any other. However, not all radio pendants are waterproof, and so you must avoid dropping it in the bath or the sink. You must not take it



into the shower (although you might want it close to the shower in case you fall). Your radio pendant may also be damaged by steam or high levels of humidity in your bathroom, and so if you are going to have a steamy bath then consider putting your radio pendant inside a waterproof plastic bag.

How do I know that my pendant will not set off the Telecom owned by my friend next door?

Each radio pendant has its own unique number (a sort of signature). Your Telecom will only act when it gets a signal from the pendant that has the correct signature. In other words, it will only obey commands from radio pendants that belong to it.



How does a radio pendant know which Telecom to communicate with?

Amie

Amie radio pendants are light and waterproof. These pendants have small but powerful batteries which mean that, with normal use, they will last up to three years. They will normally work up to 25 metres away from your Telecom.

When you press the alarm button on an Amie pendant the small red light will light up for about three seconds after each button press. However, if the battery is low this light will flash on and off when you press the alarm button. If this happens you should contact your supplier or response center and they will arrange for a replacement Amie. If you raise an alarm call to a Tunstall response center using an Amie pendant with a low battery the operator is automatically informed about the low battery in your pendant.



Amie

Fall Detector

The Fall Detector is similar to the Amie pendant—you can raise an alarm by pressing the alarm button. However, a Fall Detector, as its name suggests, can also detect when you have fallen over. It will normally work up to 50 metres away from your Telecom. Fall Detector is not waterproof.



You should usually attach your fall detector to your belt or clothing. Try to keep the fall detector in the correct position. If you keep your Fall Detector at an angle it might think that you have fallen, particularly if it detects a jolt—it will then raise an alarm.



At night keep the Fall Detector by your bed, in case you need to call for help. It must be kept in an upright position, and so you might want to use the stand that comes with the Fall Detector.



Correct



Incorrect



Incorrect



Correct



Incorrect



Incorrect

Preventing false alarms

If the Fall Detector notices a jolt which might have been a fall then it will make a beeping noise and the small light on the front of the detector will flash green. If this happens make sure that your fall detector is in the upright position and the flashing green light will stop.



If your Fall Detector remains at an angle for more than 15 seconds following a jolt it will think that you have fallen. The flashing light on the front will change from green to red, and it will send a signal to your Telecom telling it to make an alarm call. To cancel this call you must walk to your Telecom, wait five seconds, and then press the **Cancel** key. If the alarm call has already reached the response center computers then the **Cancel** key will not cancel the call—this is a safety feature. If you are unable to cancel the call then do not worry—you should never rush to your Telecom. The response center operator who takes your call will be pleased to hear from you.



Making an alarm call

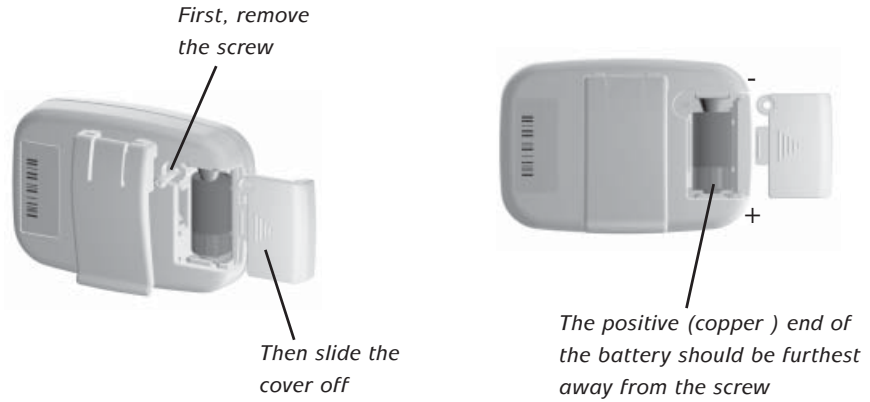
When you want to make an alarm call using your Fall Detector just press the alarm button on the front. When you press this alarm button the red light will display for about three seconds to indicate that it is sending a message to your Telecom telling it to make an alarm call.



Low battery. If the red light flashes on and off when you press the alarm button on the front of your Fall Detector then this means that the battery inside it is running low and needs to be replaced. If you raise an alarm call to a response center using a Fall Detector with a low battery the operator is automatically informed about the low battery in your Fall Detector.

Replacing the battery

Unlike the Amie pendant, the Fall Detector has a battery that can be replaced. If your battery needs to be changed then you can ask your supplier or response center to do this. Alternatively, you can undertake this yourself. The Fall Detector uses a 6-volt battery, such as a Duracell PX28L.



Do not throw your old battery in the dustbin—return it to your supplier.

Telecom 4000 in detail

Telecom is designed to help vulnerable people, and it is important to recognize that we are all vulnerable at some time. For example, a thirty-year old man making house repairs can be at greater risk that an eighty-year old woman spending the day writing in her house.

In order to help a wide variety of people, in a diverse range of different situations, Telecom has to perform a wide range of tasks. As a result Telecom is not like a normal telephone. It can be changed (configured) to make it perform these different tasks. Here are just some of the tasks that Telecom can perform.

Raising alarms. There are many different ways to raise an alarm call. Your Telecom can recognize inputs for up to 25 different radio pendants, as well as a button, pull-cord or some other type of trigger connected via wires to the back of Telecom. It even has the new Tunstall accessory port which can be used to physically connect all manner of devices to your Telecom if they are needed.



Hands-free. Most telephones that allow hands-free speech have to switch between listening and speaking to prevent loud feedback noises. Telecom's advanced design and sophisticated electronics allow high-quality two-way speech, which makes the conversation much easier for both parties.



Identifying callers. There are probably three or four relatives, friends or contacts that you often call. These numbers can be entered into Telecom so that you can call these individuals just by pressing one of the user keys. When these people call Telecom will recognize the number (providing your telephone service provider supports Caller Line Identification). Telecom will flash the key belonging to the person who is calling—you can see who is calling.



Inactivity. Telecom, when connected to movement detectors, will know if you have not been active. When this inactivity monitoring is turned on, Telecom will call your response center if you have not moved around your home. The response center staff will then check to see if you need any help.



Low temperatures. Telecom can be connected to one or more temperature sensors. Your Telecom can then raise an alarm if the temperature drops too low or rises too high. In this way Telecom can help to protect you and your property.



Fire alarms. Telecom can be configured to make an alarm call whenever a smoke or heat detector senses a fire.



Witness protection and domestic violence. If you are at risk, because of domestic violence or because you are due to give evidence as a witness in a court case, then Telecom can be configured so that it raises alarm calls without making any



announcements or noise. Whenever you press a button, pull an alarm cord or raise an alarm in any other way, Telecom will quickly and silently make a call to your response center.

Monitoring services. If needed, your Telecom can be used to log the services you receive. For example, if your response center arranges for someone to check your central heating boiler every six months, then Telecom can pass this information on to your response center. All the boiler engineer has to do is enter a number into your Telecom and a call will be made to



your Telecom and a call will be made to your response center. Telecom will not connect to an operator, but instead will communicate directly with the computers at the response center, letting them know which service you have received and when it was completed.

Intruders. Most intruder alarms make a lot of noise, but do not summon help. Telecom will make an alarm call, so that a relative or your response center can send help. However, Telecom can be configured so that it does not announce that it is making the call in case the intruder hears the announcement.



Understanding alarm calls

Alarm calls can be raised when you press a button or pull a cord. They can also be made when automatic sensors are set off, such as smoke detectors. Telecom can call response centers or individuals on normal telephones. Individuals who take alarm calls are referred to as personal recipients.



Call Lists. Telecom will not just call one telephone number. Telecom can be made to try a whole list of numbers. For example, if you press an alarm button Telecom might first call your friend in the next house. If there is no answer then Telecom might call your sister in the next village. If your sister is not there to answer the call then Telecom might call a response center. The friends, relatives and response centers Telecom calls, and the order in which the calls are made, can be programmed into Telecom.

How should a personal recipient answer a call? Each Telecom will announce its own unique number when calling, to enable the person who takes the call to recognize where it is from. Telecom can alternatively announce the name of the person who owns Telecom if that has been recorded into it. The person who takes the call must press a key on their telephone (any digit from 0 to 9), otherwise your Telecom will think that the call has not been properly answered and will try another number.

Different types of alarm. Telecom will even call different numbers depending on the type of alarm. If, for example, you press an alarm button then Telecom might be set to call your friend next door. However, if one of your smoke detectors is set off, and your Telecom is configured to detect this, then Telecom might be set to call the response center first.



Response centers and personal recipients. When an individual (a personal recipient) receives an alarm call your Telecom will announce who is calling when the telephone is answered. When Telecom connects to a response center, however, it will send a series



of electronic tones that allow it to communicate directly with the response center's computers. The computers at the response center display your details to the operator who answers your call. Even if you could not speak the response center would know where to send help.

Disconnecting existing calls. If an alarm call is raised then Telecom will disconnect any outgoing call so that it can make the alarm call. Unlike previous alarm equipment, Telecom can even disconnect some incoming calls in order to make the alarm call. However, in order to do this reliably Telecom should be the only telephone directly connected to the outside telephone line. Other telephones must be connected **through** Telecom.

Reliability

What if I accidentally unplug Telecom from the power receptacle? Telecom will alert you to the problem by announcing that there is no power, although this feature can be turned off if you live in a region when power outs in the middle of the night are common. After a period of time without power Telecom will also telephone the response center and automatically let the response center know that it is without power. This time period can be set by an installer to anywhere between one and four hours. However, it is never precise—there is a random element, and this is to stop every Telecom in a



town that suffers a power cut calling the response center at the same time. Telecom will keep periodically calling the response center until power is restored.

What if I break my radio pendant? The radio pendants are quite tough and difficult to break, although it is possible to break a radio pendant given enough force. It is also possible that the battery will run down after three years. For this reason the Tunstall PNC response centers allow their staff to easily find out when you last used your radio pendant. This is something that the response center computers record. If you have not used your radio pendant for a while they may ring you up and ask you to test it.

Periodic calls

How does my response center know if my Telecom is not working properly?

Your Telecom can be set to make periodic calls to the response center. This is a call that is not heard by you, nor is it answered by an operator. Your Telecom will simply communicate directly with the response center computers to let them know that it is working correctly. If the response center computers do not receive this regular call then they will alert one of the call operators. The response center staff will then investigate the problem.

What if I accidentally disconnect the telephone line? If the telephone line is disconnected then Telecom will warn you by making announcements. Nevertheless, some faults on telephone lines cannot always be directly detected. This is why Telecom can be set to make periodic calls to the response center.

Configuring Telecom

Your Telecom can be configured to do many different tasks. This configuration is usually undertaken by an installer or member of staff from your response center. However, there are some settings you can alter yourself.

Fast Dial Keys

Entering Fast Dials

To edit the name and number attached to the **Fast Dial** user key you should follow these steps.

1. Press and hold down the **Fast Dial** key you wish to edit.



2. Press key **5** under the flap. The name and number attached to the **Fast Dial** key will be displayed. You can now release the **Fast Dial** user key.



3. Edit the name and number using the numbers under the flap. The **(C)** key under the flap will delete a number or letter during editing. You can switch between editing the name and editing the number by pressing the **(B)** key. Each number key under the flap has several letters next to it. When editing a name, keep pressing the key with the letter you want until the letter is displayed.



4. Once you have finished editing press the **(D)** key under the flap. This will save your changes. Alternatively, you can press the **(A)** key if you do not want to save your changes.



5. You can then test the **Fast Dial** key by pressing it and it will show the number you have entered.

Key Summary

- (B)** Switch between editing the name and editing the number.
- (C)** Delete a letter or number during editing.
- (D)** Save the changes you have made.
- (A)** Abort—do not save changes.

Voice Announcements

If one of your keys is displayed as **Record** then you will be able to record some of the announcements your Telecom uses. In particular, you can record announcements for each of the **Fast Dial** user keys, as well as the announcement that is played to a personal recipients when they receive alarm calls from your Telecom.

Fast Dial announcements

You can record up to five seconds of speech for each **Fast Dial** key. Normally, you should record the name of the person. If you record the name **Julie**, Telecom will announce **Calling Julie** when the **Fast Dial** is pressed. To record an announcement for a Fast Dial user key you should do the following.

1. Hold the **Fast Dial** key down and then press and hold the **Record** user key. Your Telecom will beep to indicate that recording has started, and the volume key will flash during recording.
2. Record a brief message, such as the name of the person who is called by the **Fast Dial** key, and then release the **Fast Dial** user key when you have finished. Your Telecom will then beep to indicate that recording has ended.
3. To test the announcement press the **Fast Dial** key to make a call, listen to the recording, and then cancel the call using the **Cancel** button before the call is made.

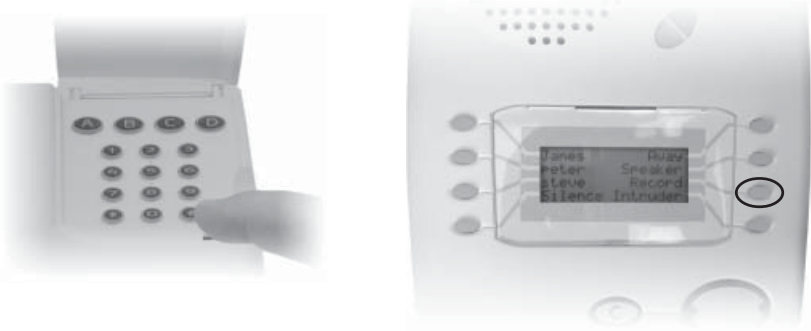


Removing a Fast Dial and announcement. If you hold down a **Fast Dial** user key and then press the **Cancel** key this will delete the name, number and voice announcement attached to the key.

Personal Recipients

When Telecom calls a personal recipient with an alarm it will announce the number of the Telecom that is calling. However, Telecom can play a recorded message instead, and this can make it easier for the recipient to recognize the call.

To record an announcement hold down the **#** key under the flap and then press and hold down the **Record** user key. You will then hear an announcement which says, **Please record your personal recipient announcement now.** Once you have finished recording release the **#** key and the **Record** user key—the recorded announcement will be stored.



Deleting a recorded announcement. To remove a personal recipient announcement hold down the **#** key and press the **Cancel** button.

Problems and Answers

Most problems can be overcome with a few simple checks. If these checks do not overcome the problem then contact your response center. Alternatively, you can contact Tunstall directly, and the staff will be pleased to help.

The alarm button on top of my Telecom does not light up when the power is turned on

1. Check that the transformer is plugged into the power receptacle.
2. Check that the wall receptacle is turned on. Do other electrical appliances work when plugged into the same receptacle?
3. Check that the lead from the transformer is properly plugged into your Telecom.

The alarm button on top of my Telecom continues to flash rapidly

If this rapid flashing continues for a long period (i.e. several minutes) this indicates that there is a fault with your Telecom. If this is the case then you need to contact your supplier and explain the problem.

When I press the button on my Fall Detector or Amie pendant my Telecom does not make an alarm call

1. Stand next to your Telecom with your radio pendant and try to raise an alarm. If your Fall Detector or radio pendant works when it is close to your Telecom, but not when it is further away, then see the section earlier in this guide on radio pendants.
2. If pressing the button on your Fall Detector or Amie pendant does not make your Telecom raise a call even when you are standing next to it, then try raising a call by pressing the large alarm button on the top of your Telecom. If this does not work then the problem is with your Telecom, not your Fall Detector or other radio pendant (see the section below). If your Telecom raises a call when you press the large alarm button on the top of it, but does not raise a call when you use your Fall Detector or Amie pendant, then you need to contact your supplier and explain the problem.

When I press the large alarm button on top of Telecom it does not raise an alarm

1. Is Telecom plugged into the electrical power? Is the large red alarm button lit up as it should be? If it is not then see the section above on this topic.
2. Is your Telecom properly connected to the telephone line? Check the connections between your Telecom and the telephone jack.
3. Is there a fault with the telephone jack? Try raising an alarm with your Telecom plugged into a different telephone jack if one is available.
4. If your Telecom is properly connected, is the telephone line faulty? Pick up the handset of the telephone plugged into Telecom and listen for a dial tone. If you cannot hear one there may be a fault on the line.
5. Is the fault on the line inside your home or outside? Try disconnecting all other telephones connected to the line and try raising an alarm again.

Since connecting Telecom I cannot receive telephone calls

Disconnect all telephones with the exception of your Telecom 4000. Then ask someone to call you. Your Telecom unit should ring and you will be able to answer the call by pressing the green **Cancel** button on your Telecom.

If your Telecom rings when it is the only telephone connected to the telephone line then this may be because one of your other telephones is faulty. Alternatively, this may be because you have been connecting too many telephones to your telephone line.

You should not connect more than four telephones to any one telephone line. Telecom counts as one telephone. If you do, then your telephones may not ring when someone calls. This maximum of four telephone devices includes fax machines, computer modems and answering machines.

Federal Communications Commission (FCC) notices

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

Universal Service order Code (USOC): RJ11C

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Ringer Equivalence Number (REN): 0.4

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 04 is a REN of 0.4). For earlier products, the REN is separately shown on the label.

If this equipment (Telecom 4000) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone

company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment (Telecom 4000) contains no user serviceable parts. If trouble is experienced with this equipment (Telecom 4000), for repair or warranty information, please contact Tunstall Canada Inc. Tel 905-677-1144. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

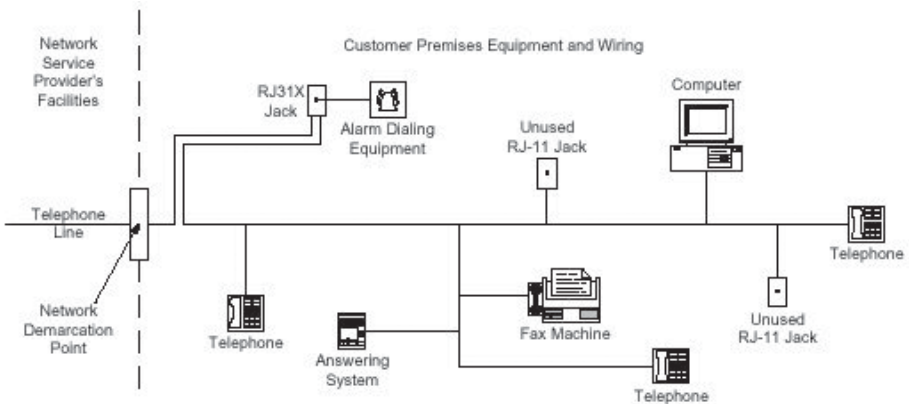
Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment (Telecom 4000) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

When programming emergency numbers and (or) making test calls to emergency numbers:

- 1 Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2 Perform such activities in the off-peak hours, such as early morning or late evenings.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure below. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the RJ31X jack and alarm dialing equipment for you.



Federal Communications Commission (FCC) notices

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Warnings

Notice

The Industry Canada Label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

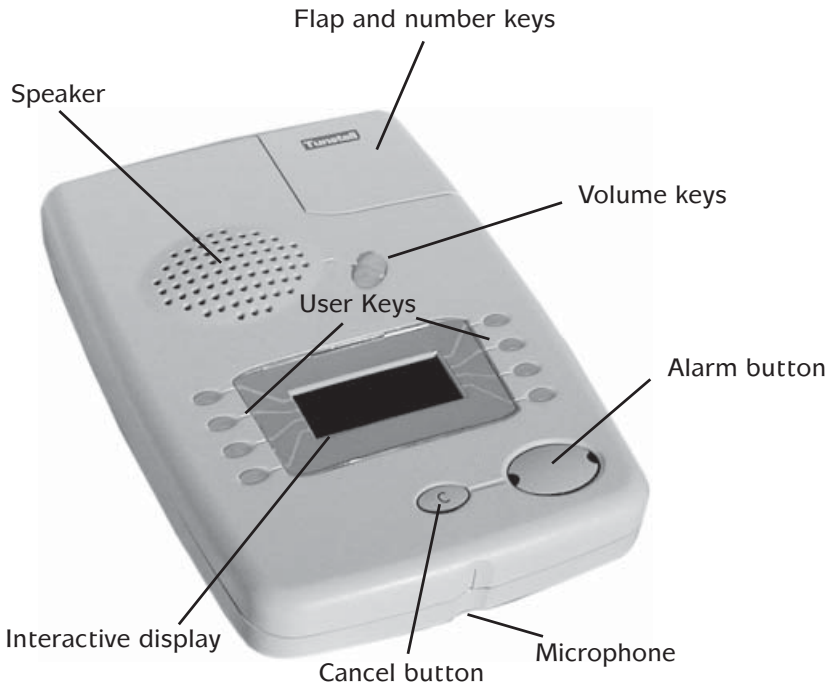
Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user of this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Notice

The Ring Equivalent Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed 5.



Requesting help

- Press the alarm button on your radio pendant.
- Press the alarm button on your Telecom 4000.
- Use any of the pull cords if fitted.

Answering a call

- Press the Speaker user key.
- Press the alarm button on your radio pendant.
- Press the Cancel button on your Telecom 4000.

Making a call

- Press a Fast Dial user key.
- Press the Speaker user key, lift the flap and enter the telephone number.