

HOW DOES THE SYSTEM WORK?

- The Telguard intercom unit is designed to ring your phone once the relevant property button has been pressed. You will then receive call on your phone, answer like you would any other call, the number that is displayed (*where applicable*) will be the Telguard intercom unit's number so you can save this as **Door** or **Gate** for future reference.
- Once answered you will be able to have a conversation with the person(s) at the Telguard intercom unit and if you wish to grant access you can do so by pressing # (*by default*) this will trigger the door/gate equipment to allow entry. If you don't want to allow entry, then you can simply end the call by hanging up.

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 1A	2#	Pulse 1B
3#	Latch 1A	4#	Latch 1B
6#	Unlatch 1A	7#	Unlatch 1B

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

*1111	Pulse 1A
*2222	Pulse 1B
*3333	Latch 1A
*6666	Unlatch 1A

We strongly recommend the PIN codes opposite 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.*

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

- DTMF TONES** This must be enabled on any phone that is to receive calls from the Telguard intercom unit, these should be enabled by default but if you wish to check you can call this number **07107022788** and press #, you should then hear a loud confirmation tone and the call will end automatically. If pressing # doesn't work, please try pressing 1.
- CPA/LINE REVERSAL** If you have a landline based Telguard intercom unit we recommend this is enabled by the line provider. This ensures the call diverts successfully onto subsequent numbers (where applicable).
- CLI/CALLER ID** If you have a landline based Telguard intercom unit and you would like to use the authorised dial-in facility then this must be enabled so the incoming call numbers can be identified. If your door entry unit is a SIM card-based unit then this is enabled by default.

WHAT IF I NEED TO CHANGE A SETTING OR NUMBER?

- Telguard intercom unit ranges can be reconfigured remotely either by the installation company or by us.
- If you need programming to be carried out by us, you can send us a request at the following website <https://www.commtel.tech/programming-changes>

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 unit, 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 ring time of the number can be changed to accommodate this, alternatively the visitor can leave a message or cancel the call by pressing the **Clear** or the **Call** button again.

