

Reach

At-Home Alarm Unit



Touch

Personal Pendant

USER & INSTALLATION GUIDE

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1.1 IMPORTANT INFORMATION

	The users telephone MUST BE connected to the Reach  TEL socket – a double adapter on the incoming line must not be used. If the user has extension telephones care should be taken to ensure that these are also connected via the Reach  TEL socket. Failure to connect the users telephones as described above may cause difficulties with alarm calls – if in doubt seek advice.
	If the user has electronic equipment it should be at least 2 metres away from the Reach unit. Failure to provide this separation may result in reduced range of personal pendants or other radio devices.
 REN 1	All telephone equipment has a Ringer Equivalence Number (REN) which is used to calculate the number of items that can be connected to a single telephone line. A REN of 4 is the maximum allowed on a standard UK telephone line - the Reach has a REN of 1. If the REN total of all equipment connected to a telephone line exceeds 4 the equipment may not operate correctly. With different types of equipment there is no guarantee of correct operation even if the REN is less than 4. Typically 1 or 2 standard telephones (REN 1) can be used with the Reach .
	When installing a Reach unit ensure all radio trigger devices including those that may have been previously installed e.g. smoke detectors, PIR's etc. are registered with the Reach unit. Once complete a test call should be raised from each trigger device to the Alarm Receiving Centre to ensure it is received and the trigger device is correctly identified.
	Avoid using harsh, abrasive or corrosive cleaning agents or detergents (e.g. scouring powders, bleaches, polishes, etc.) when cleaning the Reach or Touch Pendant .
	You can dust the Reach or Touch Pendant with a soft cloth or soft brush. For particularly soiled units wipe clean with a damp cloth and a non-abrasive cleaning product, polish with a dry duster. DO NOT use a wet cloth on the Reach unit.
	The Reach unit includes delicate electronics – to allow water to come into contact with it is dangerous and may cause damage. If the unit does get wet; un-plug it from the mains supply and switch off immediately, then contact your Service Provider before attempting to re-use it.
	The Reach and Touch Pendant both contain batteries and should therefore not be disposed of in domestic waste. Refer to Tynetec's Telecare Battery Management information (Doc No. FM0630) for details on battery types, changing intervals and safe disposal.

1.2 UNPACKING THE REACH AT-HOME ALARM

The **Reach** At-Home Alarm is supplied with a Power Lead, a Telecom Lead, a **Touch** Pendant and a wearing kit. A stand can be fitted if the unit is being mounted upright or a connector cover if it is being placed flat. The stand/cover must be fixed with the screw provided.



Reach At-Home Alarm

ALSO
AVAILABLE
IN WHITE



Touch Pendant



Wearing Kit



Power Lead



Telecom Lead



Connector Cover



Stand/Cover Screw



Stand

1.3 THE TOUCH PERSONAL PENDANT

The **Touch** pendant can be used to make an emergency call from anywhere in or around the home. The **Touch** pendant is waterproof but it should not be fully submerged for prolonged periods.



*The **Touch** pendant is a life saving device; remember to advise the user to wear it at all times and to keep it by their bed at night.*

The **Touch** pendant is supplied with a kit of parts so it can be worn around the neck, clipped onto a belt or pocket, or on the wrist like a watch.

First fit the chosen wearing option to the black rubber boot then push the **Touch** pendant inside the boot with the silver button accessible.

Snap the **Neck Cord** apart at the safety-break device and feed through the 2 holes in the rubber boot then click the safety-break together again. The neck cord must never be shortened or knotted without the safety-break device in place.



Push the **Belt Clip** through the 2 slots in the rubber boot – ensure the 2 arrows ►◄ on the clip and boot align for correct fit. The suction cup can be used with the clip option to stick the **Touch** pendant to a tiled wall when in the bath or shower.

Push the **Wrist Strap** through the 2 slots in the rubber boot and adjust the strap to fit.

Additional pendants and rubber boots are available separately if more than one is required. Replacement wearing kits are also available as spares.

Making an Emergency Call...



Simply press the **Touch** pendant button once.

The button will **FLASH RED ((•))** for several seconds to confirm a call is being made.

The **Reach** will announce “**Pendant alarm – Please wait, dialling for assistance**”



The **Touch** pendant battery should last for about 3-5 years depending on use.

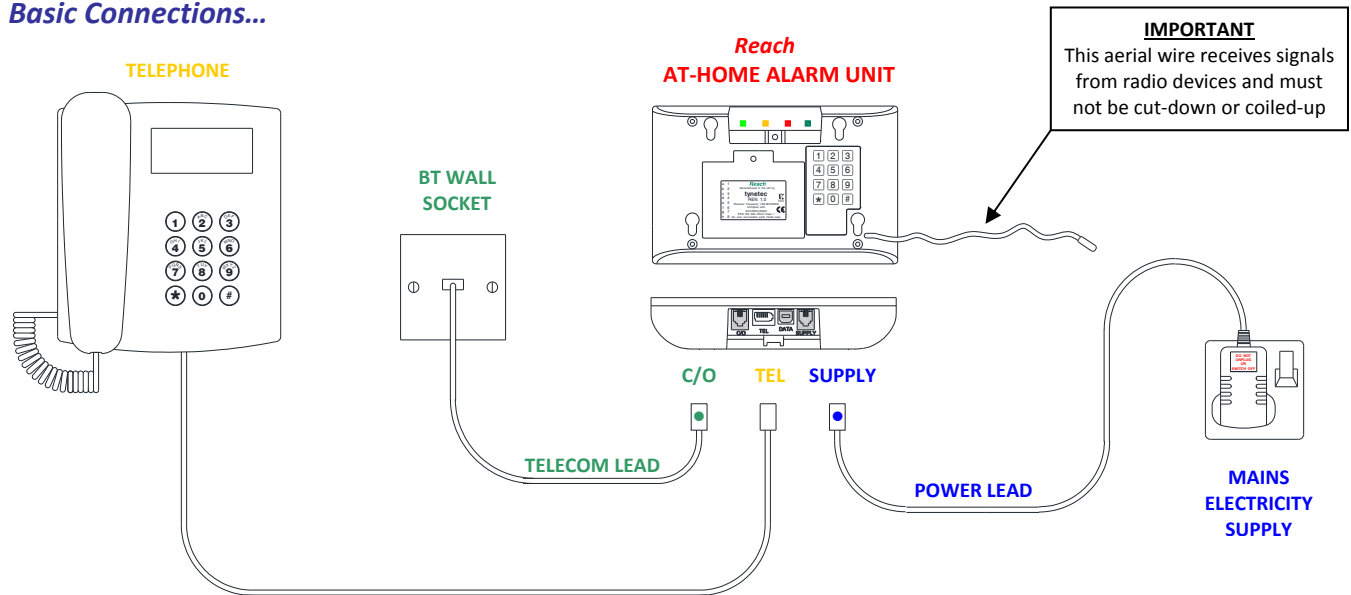
The battery condition is checked every day, if the voltage falls and stays below a preset level for 7 consecutive days a “low battery” call will automatically be sent to the Control Centre.

Pendants must be returned to Tynetec for battery replacement.

1.4 CONNECTING THE REACH AT-HOME ALARM

The **Reach** At-Home alarm unit should only be installed and programmed by trained personnel.

Basic Connections...



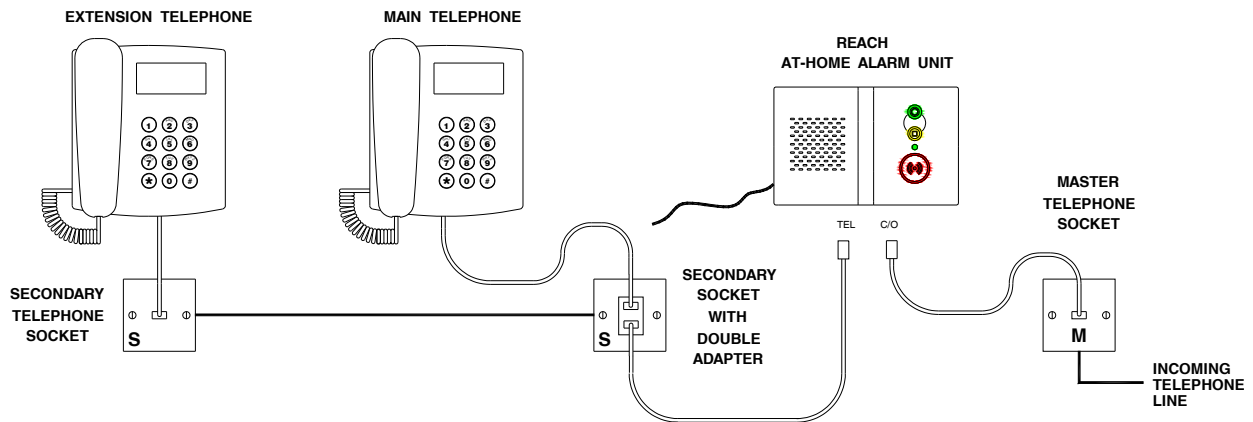
The **Reach** will usually be table mounted within 3 metres of a mains supply and the master telephone socket. If extension cables are used care should be taken to ensure that no one can trip over the leads.

Installation Procedure...

1. Unplug the users **Telephone** from the BT wall socket and plug it into the **Reach** **TEL** socket. If the user has a DECT cordless telephone, extension telephone sockets in other rooms or Broadband see sections 1.1, 1.5 and 1.6 for more information.
2. Connect the **Telecom Lead** between the Reach **C/O** socket and the BT wall socket (where the users telephone was originally plugged in).
3. Connect the **Power Lead** between the Reach **SUPPLY** socket and the mains supply.
4. The **DATA** socket is only used for firmware upgrades or for the connection of hardwired inputs such as ceiling pullcords, see section 2.3.3 for more details.
5. Choose the **connector cover** if the unit is being placed flat on the table or the **stand** if it is being placed in the upright position. It can also be **wall mounted** using the key holes on the rear. A template is provided on the carton flap to mark the wall before drilling (wall plugs and screws not included).
6. Route the leads through the cover (or stand) and fix with the single screw provided.
7. The flexible aerial wire out the side of the unit receives signals from radio devices and must not be cut-down in length or coiled-up.
8. The **Touch** pendant is pre-learned, any additional pendants or other radio devices should be learned and tested as described in sections 2.5 and 2.6.
9. Perform a test call to the control centre to verify correct installation and programming.

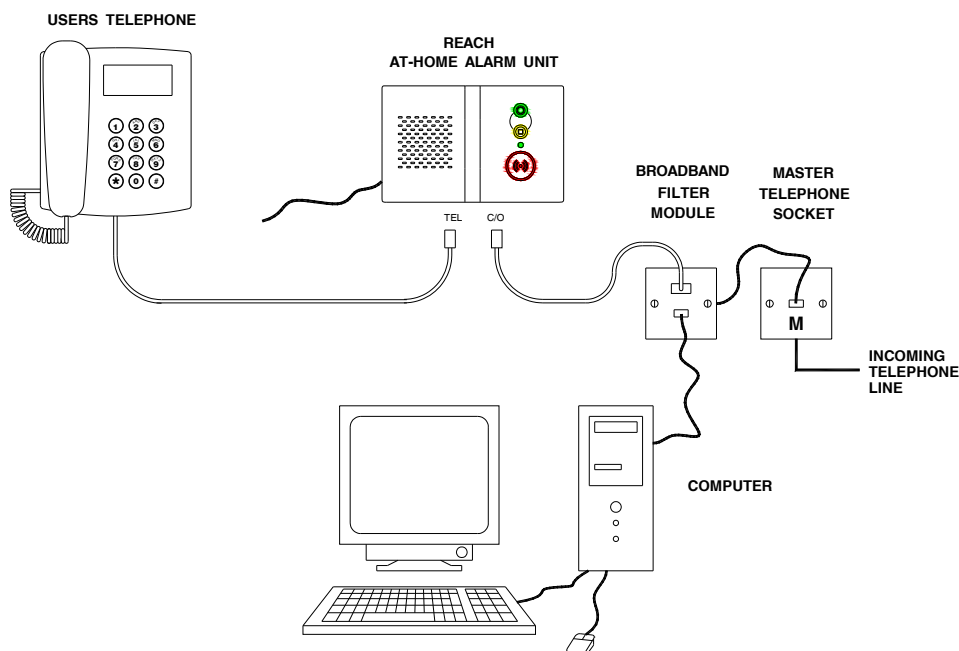
1.5 REACH AND EXTENSION TELEPHONES

It is very important that all telephones in the users home are connected to the **Reach** ■ **TEL** socket. This method of connection ensures that an alarm call on the **Reach** unit will always disconnect any other equipment that might cause connection difficulties.



1.6 REACH AND BROADBAND

Broadband Service Providers will supply a filter module to plug into the telephone line to allow connection of a computer and a normal telephone. Only one filter module is required to connect the computer, telephone and **Reach** when configured as shown below;



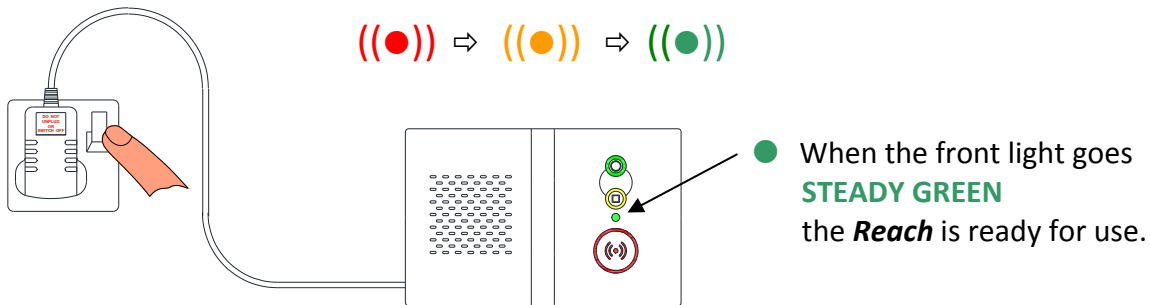
The **Reach** and the computer are connected to the filter module. The users telephone is plugged into the **Reach** ■ **TEL** socket. If extension telephones are fitted they should be connected as shown in section 1.5 above.



If you experience connection difficulties or noise on the **Reach** audio then a poor quality filter may be the cause. Approved filter modules are available from Tynetec – order P/No. W00409.

1.7 SWITCHING THE REACH AT-HOME ALARM ON

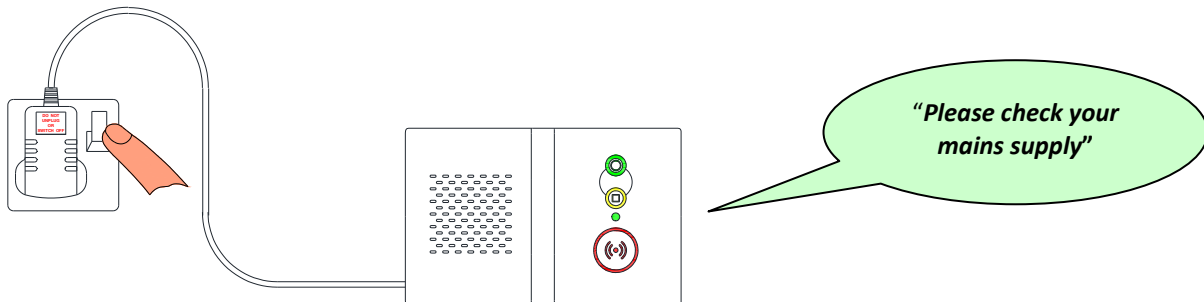
Connect the power lead and switch the mains supply on, the front light will flash **RED/AMBER/GREEN** for about 12 seconds...



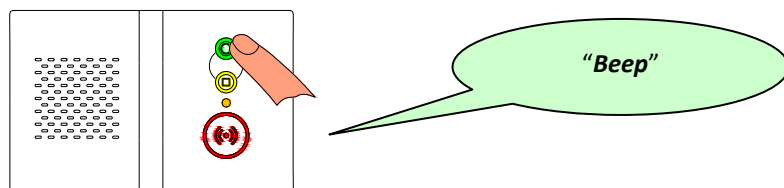
1.8 SWITCHING THE REACH AT-HOME ALARM OFF

The **Reach** At-Home Alarm uses very little power and should always be left switched ON. If it is necessary to switch the unit OFF follow the procedure below;

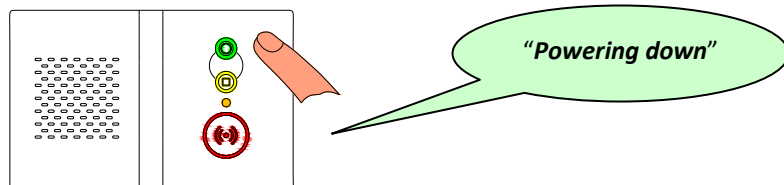
1. Turn the mains supply off and wait for the unit to announce...



2. Press and HOLD the **GREEN** **O** button until the unit "beeps" once...



3. RELEASE the **GREEN** **O** button and the unit will announce...



4. The **Reach** is now switched off.

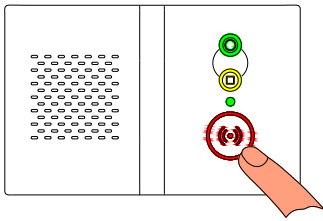


The telephone plugged into the **Reach** will still operate when the unit is switched off.

1.9 MAKING AN EMERGENCY CALL

An emergency call can be made at any time of the day or night.

1. Press the **RED ((•))** button on the **Reach** unit or press the **Touch** pendant...

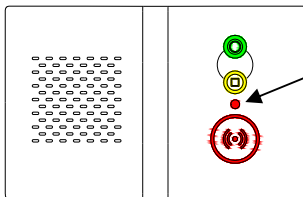


OR



The pendant button will **FLASH RED ((•))** for several seconds after the button is pressed.

2. The **Reach** will start to make an emergency call...

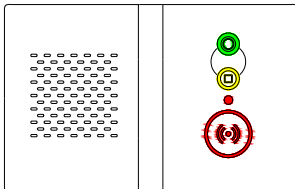


- The front light will go **STEADY RED** and the unit will announce...

*"Alarm type"
"Please wait, dialling for assistance"*

This message will repeat for a few seconds before the unit starts to dial.

3. The call will be answered by the control centre and an operator will speak...



*"You're through to Care Line,
how can I help you?"*

4. A two way conversation can be held with the resident.
5. The operator will cancel the call and the front light will return to **STEADY GREEN**.



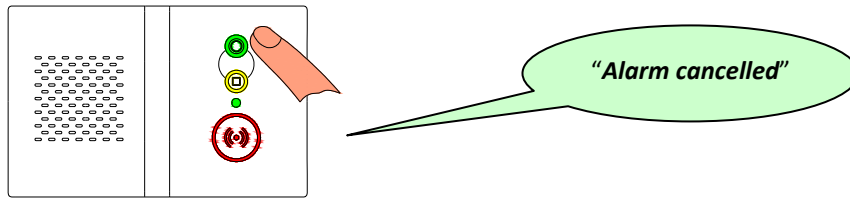
If the operator cannot hear the caller they will still know where the call is coming from.

The **Touch** pendant does NOT pick up voice, the microphone is in the **Reach** unit and is very sensitive but it will not work if the caller is outside their home.

The control centre can increase the volume if the caller has difficulty hearing.

1.10 ACCIDENTAL CALLS

If an emergency call is made by accident it can be cancelled by pressing the **GREEN O** button once. The unit will announce “*Alarm cancelled*” and the front light will return to **STEADY GREEN**.



Please note once the **Reach** starts to dial the call cannot be cancelled.

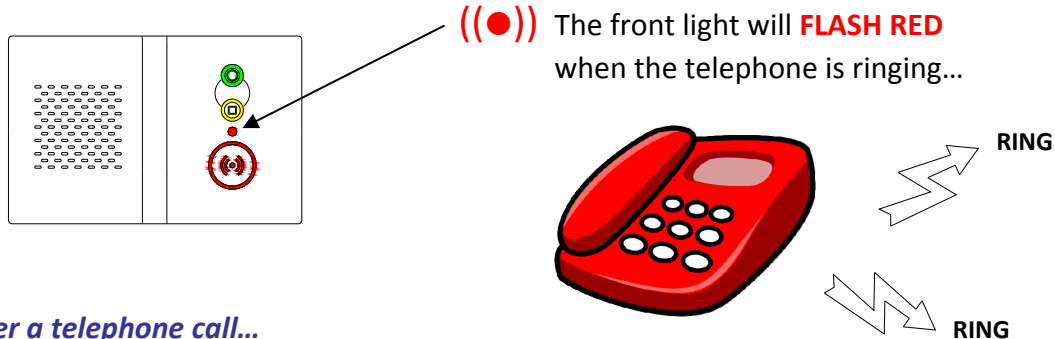


Advise the user not to worry if they don't manage to cancel an accidental call – when the control centre answers they just need to say the call was made accidentally.

The staff will be pleased that they have talked and they will cancel the call in the normal way.

1.11 ANSWERING AN INCOMING TELEPHONE CALL

The **Reach** can also be used to answer a normal incoming telephone call...



To answer a telephone call...



Press the **Touch** pendant.

You can now have a hands-free conversation with the caller.

To end a telephone call...



Simply press the **Touch** pendant once again.

1.12 USING THE PERSONAL RECIPIENT MODE

The **Reach** can be set to dial up to 4 different personal recipients (e.g. relatives or friends).

The personal recipient telephone numbers (PR1-PR4) must be programmed – see section 2.3.5

A personal recipient message must be recorded – see section 2.3.10

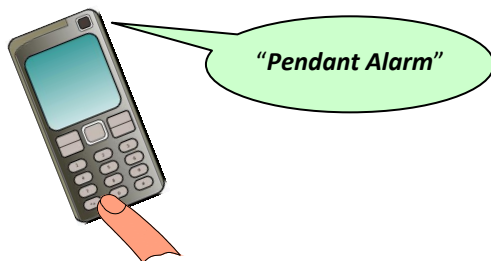
To answer a personal recipient call...



When the telephone rings, press the **Green** line key (or pick-up) and answer in the normal way.

If the call is from the **Reach** unit you will hear a single "**Beep**" every 2 seconds.

Press the star ***** key once...



You will hear a message in the telephone earpiece which identifies the caller.

The message includes the alarm type, location, unit ID and the recorded PR message.

When the message is finished press the star ***** key.

You can now have a conversation with the caller.



Speak to the caller, stop speaking to listen.

If there's too much noise for the voice switching to work;

Press the **7** key to **SPEAK**

Press the **9** key to **LISTEN**

Press the **4** key to revert to **VOICE SWITCHED** mode

If the volume needs adjusting;

Press the **1** key to **INCREASE VOLUME**

Press the **2** key to **REDUCE VOLUME**

Press the **6** key to repeat the **ALARM MESSAGE**

To end a personal recipient call...



Press the **#** key followed by the **Red** line key (or hang-up).

If the call is cut-off without pressing **#** the **Reach** will re-dial.



Personal recipient telephone numbers can be land lines and/or mobiles.

Both control centre and personal recipient numbers can be programmed into the **Reach**.

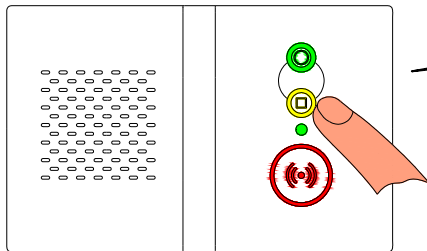
The sequence in which the numbers are dialled can be set - see section 2.3.8 for details.

1.13 ACTIVITY MONITORING AND THE AWAY MODE

If optional PIR movement detectors are installed the control centre will know the resident is “up and about” each day.

If the resident is going to be away from home for more than one day they must select “Away Mode” to prevent in-activity calls being sent to the control centre.

Press the **YELLOW**  button and the unit will announce...



“Away”

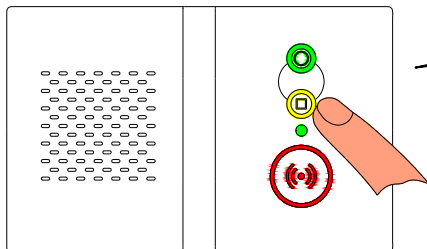
((●)) The front light will **FLASH GREEN**

The unit is now in **Away Mode** and their activity monitoring is turned off.



When the resident returns home they must remember to turn their activity monitoring back on...

Press the **YELLOW**  button and the unit will announce...



“Home”

● The front light will go **STEADY GREEN**

The unit is now back in **Normal Mode** and their activity monitoring will be working again.

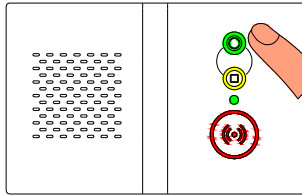


Activity Monitoring must be enabled during the programming of the *Reach* unit.
See section 2.3.6 for details.

1.14 USING THE INTRUDER MODE

If optional PIR movement detectors fitted for activity monitoring the resident can use these devices as a basic intruder alarm when they go out.

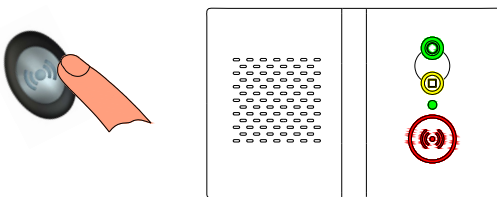
1. Press the **GREEN**  button and the unit will announce...



"Intruder Mode
...Ready"



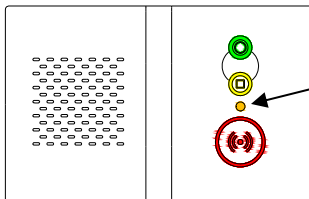
2. Press the **TOUCH PENDANT** within 20 seconds and the unit will announce...



"Enabled" - "Beep-Beep"
"Beep-Beep"

3. You now have 30 seconds to leave the building.
*Note: you can cancel intruder mode during this period by pressing the **GREEN**  button.*

4. When the exit time expires the double-beep will stop and intruder mode is set...

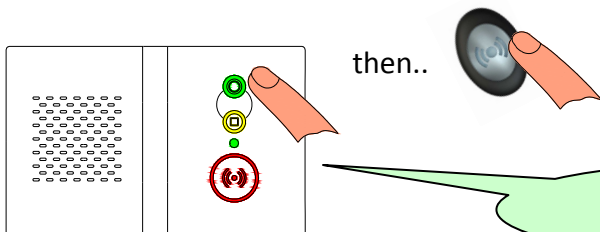


- The front light will go **STEADY AMBER**

When they return home and activate a PIR movement detector the entry time will start.

You now have 30 seconds to disable the intruder mode.

5. To **DISABLE** intruder mode press the **GREEN**  button first followed by the **TOUCH PENDANT** within 20 seconds...



- The front light will go **STEADY GREEN** and the unit will announce...

"Intruder mode disabled"

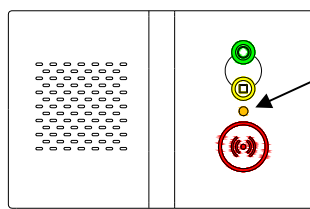
Failure to disable the intruder mode will send a "silent" alarm call to the control centre.



Intruder Mode must be enabled during the programming of the *Reach* unit.
See section 2.3.11 for details.

1.15 MAINS POWER FAILURE ALERT

The **Reach** will make the resident aware if their mains electricity is off or if the power lead has been accidentally unplugged...

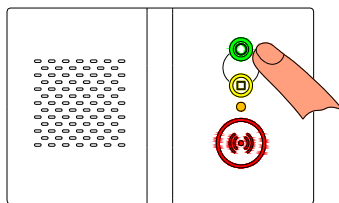


((●)) The front light will **FLASH AMBER** and the unit will announce...

"Please check your mains supply"



This message will repeat 3 times every 4 hours until the mains power is restored. To silence the message and prevent it repeating again, press the **GREEN** button.

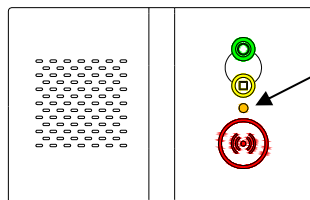


Press the **GREEN** button to **SILENCE** the message

The **Reach** will continue to operate on its batteries for up to 24 hours.

1.16 TELEPHONE LINE FAILURE ALERT

The **Reach** will make the resident aware if their telephone line has a fault or if the telecom lead has been accidentally unplugged...

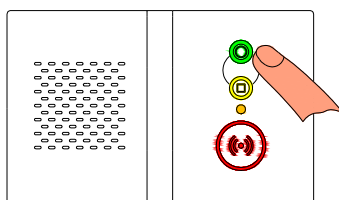


((●)) The front light will **FLASH AMBER** and the unit will announce...

"Please check your telephone line"



The message will repeat 3 times every 4 hours until the telephone line is restored. To silence the message and prevent it repeating again, press the **GREEN** button.



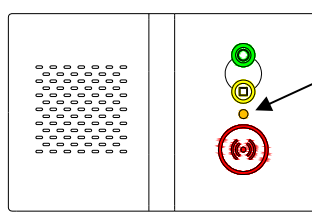
Press the **GREEN** button to **SILENCE** the message



IMPORTANT: an emergency call cannot be made when the telephone line is disconnected.

1.17 BATTERY FAILURE ALERT

The **Reach** will make the resident aware if its battery is beginning to lose charge...

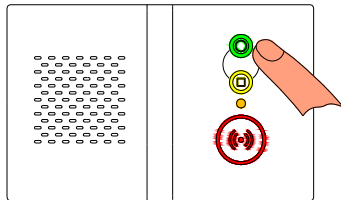


((●)) The front light will **FLASH AMBER** and the unit will announce...



"Back-up battery low"

This message will repeat 3 times every 4 hours until the battery is replaced.
To silence the message and prevent it repeating again, press the **GREEN** button.



Press the **GREEN** button to **SILENCE** the message

The low battery condition is automatically reported to the control centre and they will arrange to visit and replace the battery.

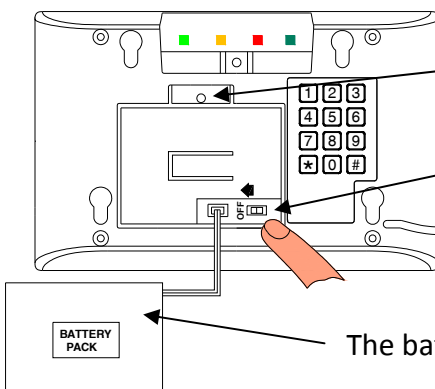


In normal use the battery should not need replacing for between 3 to 5 years. The replacement battery must be identical to that originally fitted and should only be changed by a competent person.

Replacement battery: Tynetec Part No. F00141

1.18 ON/OFF SWITCH

The **Reach** can be switched off if it is not going to be used for a prolonged period.
Remove the stand (if fitted) to access the battery cover on the rear.



Undo the screw, remove the cover and carefully lift the battery out of its compartment.

Move switch to the **LEFT** to turn the unit **OFF**.

The battery pack will remain connected on a short wire.

Remember to switch the unit back **ON** during installation.

2.1 QUICK START GUIDE

This Quick Start Guide takes you through the most basic set-up possible when installing a **Reach**.

This assumes the **Reach** will be dialling a control centre (not a personal recipient) and all other settings are factory default.

Connecting the Reach...

1. Unplug the users **Telephone** from the BT wall socket and plug it into the **Reach** ■ **TEL** socket.
2. Connect the **Telecom Lead** between the BT wall socket and the **Reach** ■ **C/O** socket.
3. Connect the **Power Lead** between a mains socket and the **Reach** ■ **SUPPLY** socket.

Power-up and Enter Program Mode...

1. Switch the mains supply on - the front light on the **Reach** will flash **RED/AMBER/GREEN**.
2. Enter * **1 6 7 0** using the keypad on the rear, the unit will announce "**Program Mode – Ready**" and the front light will **FLASH FAST GREEN**.

Programming the Unit ID Number...

1. Enter # **0 2 4** and the unit will announce "**Unit ID**".
2. Enter the unit ID number followed by the # key.
3. The unit will announce "**Ready**".

Programming the Telephone Number...

1. Enter # **0 2 6** and the unit will announce "**Telephone Number 1**".
2. Enter the control centre telephone number followed by the # key.
3. The unit will announce "**Ready**".

Note: up to 4 different telephone numbers can be entered using codes #027, #028 & #029.

Programming the Protocol Type...

1. Enter # **0 2 2** and the unit will announce "**Protocol Type**".
2. Enter **0** # for TT or **1** # for BS8521.
3. The unit will announce "**Ready**".

Exit Program Mode...

Press * and the unit will sound a "**Double-Beep**" and the front light will go **STEADY GREEN**.

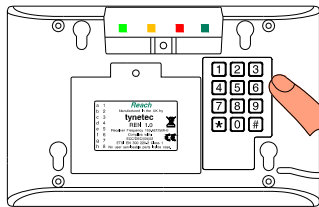
Perform a Test Call...

1. Press the **RED ((•))** button on the **Reach** or press the **Touch** pendant.
2. The unit will announce "**Alarm Type – Please Wait – Dialling for Assistance**".
3. After a short delay you will hear the tones when the unit starts to dial.
4. The control centre will answer, speak with you and cancel the call.

2.2 PROGRAMMING MODE

The keypad on the rear of the **Reach** is used to program the unit ID, control centre telephone number, protocol type, etc. It may be necessary to remove the stand to access the keypad.

Enter *** 1 6 7 0** using the keypad on the rear...



((●)) The front light will **FLASH FAST GREEN** and the unit will announce...

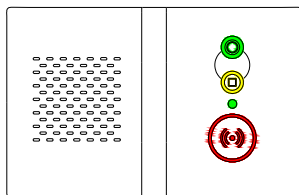
"Program mode ...Ready"

Select the **Parameter Number** to program from the list in section 2.3.

See below for the minimum information you will need to program.

2.2.1 PROGRAMMING THE UNIT ID NUMBER

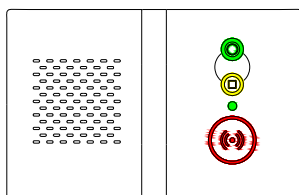
The unit ID is a unique number issued by the control centre to identify the resident (max 12 digits). Press **# 0 2 4** and the unit will announce...



"Unit ID"

Enter the unit ID number then press #

If the unit ID was entered correctly you will hear the "**Ready**" prompt...



"Ready"

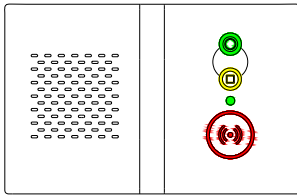
After the "**Ready**" prompt it's OK to proceed and program another parameter.



If the unit announces "**Incorrect Entry**" check what you are entering and re-try.

2.2.2 PROGRAMMING THE TELEPHONE NUMBER

The telephone number will be issued by the control centre (max 12 digits).
Press **# 0 2 6** and the unit will announce...

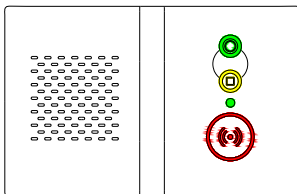


"Telephone number 1"

Enter the telephone number then press **#**

If the number was entered correctly you will hear the **"Ready"** prompt.

Press the **1** key to confirm what you entered...



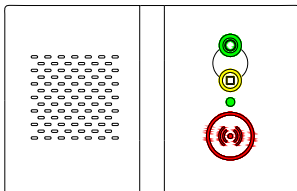
**"Telephone number 1 is...
0 1 6 7 0 3 5 2 3 7 1 ...Ready"**

Whenever the unit announces **"Ready"** it's OK to proceed and program another parameter.

Alternative control centre telephone numbers can be programmed using codes; **#027**, **#028** & **#029**.

2.2.3 PROGRAMMING THE PROTOCOL TYPE

The control centre will confirm which protocol type they use; TT or BS8521.
Press **# 0 2 2** and the unit will announce...



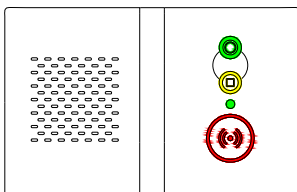
"Protocol type"

Enter **0#** for TT or **1#** for BS8521

If the protocol type was entered correctly you will hear the **"Ready"** prompt.

2.2.4 EXIT PROGRAMMING MODE

When all parameters are programmed press the ***** key...



● The front light will go **STEADY GREEN** and the unit will sound a **"Double-Beep"** ...

"Beep - Beep"

The unit is now back in normal operating mode.

2.3 PROGRAMMING PARAMETERS LIST

Menu Group	Parameter	Enter Parameter No.	Enter the following data...	Default Setting	See Section
Load Defaults and Parameter Check	Load Defaults	#000	Enter the required default parameter followed by #	N/A	2.3.1
	Load System Defaults	#001		N/A	
	Load Radio Defaults	#002		N/A	
	Check Parameters	#003		N/A	
Audio Settings	GSM Mode	#004	0# = Disable or 1# = Enable	Disabled	2.3.2
	Siren Volume	#005	Enter 0 to 5 followed by #	Level 3	
	Audio Volume	#006	0# = off, 1# = min volume to	Level 3	
	Ring Volume	#007	5# = max volume	Off	
	Audio Mode	#008	0# = Simplex or 1# = Half Duplex	Half Duplex	
	Mains Disconnection Alert	#009	0# = Disable or 1# = Enable	Enabled	
	Assurance Tone	#010		Enabled	
	Telephone Line Fail Alert	#011		Enabled	
Hardwired Inputs	Pullcord	#012	Enter hardwired input device type parameter followed by #	None	2.3.3
	Smoke	#013		None	
	PIR Movement Sensor	#014		None	
	Door Exit	#015	For BS8521 protocol add the 2 digit Location Code from the list on page 15 before pressing #	None	
	High Temperature	#016		None	
	Low Temperature	#017		None	
	Gas	#018	E.g. a heat detector in the kitchen on a hardwired input would be #019 22#	None	
	Heat	#019		None	
	Carbon Monoxide	#020		None	
Identity Settings	Protocol Type	#022	0# = TT or 1# = BS8521	TT	2.3.4
	Unit ID (max 12 digits)	#024	Enter the unit ID followed by #	995	
	Pre-Alarm Delay (in 4 sec steps)	#025	00# no delay to 60# max	4 Seconds	
Telephone Numbers	Tel No. 1 (ARC 1)	#026	Enter the Control Centre Tel No. (max 16 digits) followed by #	None	2.3.5
	Tel No. 2 (ARC 2)	#027		None	
	Tel No. 3 (ARC 3)	#028		None	
	Tel No. 4 (ARC 4)	#029		None	
	Tel No. 5 (PR 1)	#030	Enter the Personal Recipient Tel No. (max 16 digits) followed by #	None	
	Tel No. 6 (PR 2)	#031		None	
	Tel No. 7 (PR 3)	#032		None	
	Tel No. 8 (PR 4)	#033		None	
Activity Monitoring	Enable/Disable	#034	0# = Disable or 1# = Enable	Disabled	2.3.6
	12 or 24 Hour Period and Threshold Count	#035	1 st digit: 0 = 12Hr & 1 = 24Hr 2 nd digit: = threshold (0 to 9) then #	12 Hour Threshold 1	
Periodic Test	Interval (01-99 days) Enable/Disable +0 Hours or +12 Hours	#036	1 st 2 digits = interval in days 3 rd digit: 0 = Disable 1 = Enable 4 th digit: 0 = +0Hrs 1 = +12Hrs then #	Disabled	2.3.7
Dial-out Routine	Dial Sequence	#037	Enter the telephone number dial sequence followed by # (8 digits)	None	2.3.8
	Dial Attempts (1 to 9)	#038	Enter the number of dial attempts at each tel number followed by #	4	
	Safe Call Device Option	#039	0# = Disable or 1# = Enable	Disabled	
	Caller Party Disconnect	#048	0# = Disable or 1# = Enable	Disabled	
Radio Devices	Manual Learn Radio Device	#040	Enter 8 digit ID, followed by 2 digit location code, followed by #	N/A	2.3.9
	Manual Delete Radio Device	#041	Enter 8 digit ID followed by #	N/A	
	Auto-Learn Radio Device and assign a Location Code	#050	Activate device, enter 2 digit location code, followed by #	N/A	
Personal Recipient Message	Record ID Message	#060	Record PR Message (8 secs max)	N/A	2.3.10
	Play ID Message	#061	Listen to PR Message	N/A	
	Delete ID Message	#062	Press # to Delete	N/A	
Intruder Mode	Enable/Disable	#063	0# = Disable or 1# = Enable	Disabled	2.3.11
Pushbutton Settings	Red Emergency Button	#064	0# = Disable or 1# = Enable	Enabled	2.3.12
	Yellow Function Button	#065	0# = Disable or 1# = Enable	Enabled	
	Green Cancel Button	#066	0# = Disable or 1# = Enable	Enabled	
LED Settings	Red Emergency Button LED	#067	0# = Disable or 1# = Enable	Enabled	2.3.13
	Tri-Colour Status LED	#068	0# = Disable or 1# = Enable	Enabled	
	Yellow Function Button LED	#069	0# = Disable or 1# = Enable	Disabled	
	Green Cancel Button LED	#070	0# = Disable or 1# = Enable	Disabled	
Security Code	Change Security Code	#125	Enter new 4 digit code followed by #	1670	2.3.14

2.3.1 LOAD DEFAULTS & PARAMETER CHECK

Load Defaults – clears all programming, the personal recipient message and all radio devices from the **Reach** memory. Enter **#000**; the unit will announce “**Load Defaults**” then press #.

Load System Defaults – clears all programming from the **Reach** memory. Enter **#001**; the unit will announce “**Load System Defaults**” then press #.

Load Radio Defaults – clears all radio devices from the **Reach** memory. Enter **#002**; the unit will announce “**Load Radio Defaults**” then press #.

Check Parameters – confirms the unit ID, telephone numbers, protocol type, the pendant ID (plus any other radio devices learned into the unit) and the software revision. Enter **#003** and the unit will announce the above settings.

2.3.2 AUDIO SETTINGS

GSM Mode – this mode should only be enabled if the **Reach** is being connected via the Mobile network using a GSM unit rather than a conventional PSTN land line. This prevents a telephone line fault being detected when the GSM unit goes into low power mode during a mains failure.

Enter **#004**; press 0 to Disable or 1 to Enable followed by #.

Siren Volume – the volume of all alarm messages and dial-out tones can be set between 0 (off) and 5 (highest). Enter **#005**; the unit will announce “**Siren Volume**”, press 0 to 5 followed by #.

Audio Volume – the speech volume to/from the control centre can be set between 0 (off) and 5 (highest). Enter **#006**; the unit will announce “**Audio Volume**”, press 0 to 5 followed by #.

Ring Volume – the volume of the internally generated ring tone (this is only used if there is no telephone connected to the TEL socket) can be set between 0 (off) and 5 (highest). Enter **#007**; the unit will announce “**Ring Volume**”, press 0 to 5 followed by #.

Audio Mode – allows the control centres method of switching the speech to be set. Simplex means the speech direction is manually switched whereas Half Duplex is voice switched. Note; always check with the control centre which method they prefer to use. Enter **#008**; the unit will announce “**Audio Mode**”, press 0 for Simplex or 1 for Half Duplex followed by #.

Mains Fail Alert – allows the audible “**Please Check Your Mains Supply**” message to be turned on/off. A mains failure is reported to the control centre after a random delay between 1 and 4 hours. Enter **#009**; the unit will announce “**Mains Disconnection Alert**”, press 0 to Disable or 1 to Enable followed by #.

Assurance Tone – allows the audible “**Please Wait – Dialling for Assistance**” message and dial-out tones to be turned on/off. Enter **#010**; the unit will announce “**Assurance Tone**”, press 0 to Disable or 1 to Enable followed by #.

Telephone Line Alert – allows the audible “**Please Check Telephone Line**” message to be turned on/off. Enter **#011**; the unit will announce “**Telephone Line Disconnection Alert**”, press 0 to Disable or 1 to Enable followed by #.

2.3.3 HARDWIRED INPUTS

Two hardwired input devices can be connected to the **Reach**. PIR's must have normally closed clean contacts which open on alarm whereas all other input devices must have normally open clean contacts which close on alarm. The inputs are programmable for the device type and its location within the dwelling. A hardwired input lead is required – order Tynetec Part No. ZSA550.



The **Reach** unit must be wall mounted when a hardwired input lead is used.
The connector cover cannot be fitted.

Hardwired Input 1 – select the input device type from the list and enter the parameter number e.g. **#013**; the unit will announce **"Smoke"**. For units set to TT protocol simply press **#**. For units set to BS8521 protocol you can set the location of the device by entering the 2 digit **Location Code** from the table below followed by **#**.

Example; for a smoke detector connected to hardwired input 1 in a downstairs hallway enter **#013 02#**.

Hardwired Input 2 – select the input device type from the list and enter the parameter number + **100** e.g. **#112**; the unit will announce **"Pullcord"**. For units set to TT protocol simply press **#**. For units set to BS8521 protocol you can set the location of the device by entering the 2 digit **Location Code** from the table below followed by **#**.

Example; for a pullcord connected to hardwired input 2 in a bathroom enter **#112 17#**.

00	No Location	12	Living Room 2	24	Kitchen Area	36	Laundry Room 2	48	Shed
01	Local Unit	13	Living Area	25	Utility Room 1	37	Office	49	Outbuilding/Shed
02	Hallway Down	14	Dining Room 1	26	Utility Room 2	38	Study	50	Garden Front
03	Hallway Up	15	Dining Room 2	27	Entrance/Lobby	39	Games Room	51	Garden Rear
04	Stairs 1	16	Dining Area	28	Front Door 1	40	Common Room 1	52	Garden Other
05	Stairs 2	17	Bathroom 1	29	Front Door 2	41	Common Room 2	53	Basement/Cellar
06	Landing	18	Bathroom 2	30	Rear Door 1	42	Lift 1	54	Ground Floor
07	Bedroom 1	19	WC/Toilet Up	31	Rear Door 2	43	Lift 2	55	Bin Store
08	Bedroom 2	20	WC/Toilet Down	32	Garage 1	44	Lift 3	56	Boiler Room
09	Bedroom 3	21	WC/Toilet Other	33	Garage 2	45	Front Gate	57	Attic
10	Bedroom 4	22	Kitchen 1	34	Workshop	46	Rear Gate	58	
11	Living Room 1	23	Kitchen 2	35	Laundry Room 1	47	Outbuilding	59	

2.3.4 IDENTITY SETTINGS

Protocol Type – check with the control centre which protocol type they use. Enter **#022**; the unit will announce **"Protocol Type"** press 0 for TT or 1 for BS8521 followed by **#**.

Unit Identity – the unique ID number issued by the control centre to identify the users name, address and personal details. Enter **#024**; the unit will announce **"Unit ID"**, enter the ID number (maximum 12 digits) followed by **#**.

Pre-Alarm Delay – the time allowed for an emergency call to be cancelled (by the **GREEN O** button) before the **Reach** starts to dial the control centre. Enter **#025**; the unit will announce **"Pre-Alarm Delay"**, enter the delay in seconds 00 (no delay), 04, 08, 12, 16, etc. in 4 second intervals to 60 max followed by **#**.

2.3.5 TELEPHONE NUMBERS

ARC1 to ARC4 – these are the Alarm Receiving Centre (control centre) telephone numbers.

Enter **#026**; the unit will announce “**Telephone Number 1**”, enter the telephone number (max 16 digits) followed by **#**. Repeat for alternative ARC telephone numbers 2, 3 & 4.

PR1 to PR4 – these are the Personal Recipient (relative/friend) telephone numbers.

Enter **#030**; the unit will announce “**Telephone Number 5**”, enter the telephone number (max 16 digits) followed by **#**. Repeat for alternative PR telephone numbers 6, 7 & 8.

If PR telephone numbers are used a “unit identity message” should be recorded – see section 2.3.10.

Note: to **DELETE** individual telephone numbers enter the **Parameter Number** followed by **#**.

Example; to delete ARC3 enter **#028#**.

2.3.6 ACTIVITY MONITORING

The activity monitoring mode allows the **Reach** to monitor resident’s movement over a 12 or 24 hour period and automatically report an alarm at the end of the period if there has been no activity (or less activity than the minimum threshold).

The activity threshold can range from 0 to 9 – this is the minimum number of PIR activations you would expect to see during the activity monitoring period.

Enable/Disable – a PIR movement detector (hardwired or radio) must be fitted if activity monitoring is being enabled. Enter **#034**; the unit will announce “**Activity Monitoring**”, press 0 to Disable or 1 to Enable followed by **#**.

12/24 Hours/Threshold – set the activity monitoring period as 12 or 24 hours and the threshold count 0 to 9. Enter **#035**; the unit will announce “**Activity Monitoring Period**”, enter a 2 digit number, the first digit being 0 for 12 hours or 1 for 24 hours, the second digit being the 0-9 threshold followed by **#**. Example; 12 hours with a threshold of 2 = 02 (enter **#035 02#**) or 24 hours with a threshold of 6 = 16 (enter **#035 16#**).

2.3.7 PERIODIC TEST

The **Reach** has the option to perform an automatic test call on a preset interval between 1 and 99 days. The time the test call is made is the time the feature is enabled or the same time plus 12 hours. For example if it is enabled at 11AM you could set the test call to be 11PM if desired. Note: the user will not know when a test call is being performed, the dial-out is silent and speech is not heard.

Periodic Test – set with a 4 digit code. Enter **#036**; the unit will announce “**Periodic Test**”, the first 2 digits is the interval between calls (01 to 99), the 3rd digit is to enable/disable the feature (0 to disable or 1 to enable) and the 4th digit is to choose the time (0 = current time or 1 = +12 hours) followed by **#**. Example; to enable a periodic test every 14 days at the current time enter **#036 1410#**

2.3.8 DIAL-OUT ROUTINE

Dial Sequence – the order in which the 8 telephone numbers (4 ARC and 4 PR) are dialled.

1-4 represent the ARC numbers and 5-8 represent the PR Numbers. Enter **#037**, the unit will announce **“Dial Sequence”**. Example, to dial ARC1 first, followed by PR1 then ARC2 last you would enter 152 followed by **#**. *If no dial sequence is specified each telephone number will be tried in order for the preset number of the Dial Attempts (default 4). This cycle will repeat for a maximum of 15 attempts.*

Dial Attempts – the number of times each ARC and PR number will be dialled if it gets an engaged tone on the first attempt. Enter **#038**; the unit will announce **“Dial Attempts”**, press 1 to 9 followed by **#**. Example; for 2 attempts at each number enter **#038 2#**

Safe Call Device Option – Safe Call devices (Tynetec Part No. ZSA260) must be plugged in-line with all telephones within the home if this option is enabled. These devices ensure the **Reach** always takes control of the telephone line in an emergency situation. Enter **#039**; the unit will announce **“Safe Call Setup”**, press 0 to Disable or 1 to Enable followed by **#**.

Caller Party Disconnect – if an extension telephone is being used when the **Reach** is attempting to make an emergency call the message **“this is an alarm call – please hang-up your phone”** can be played down the line after a 50 second delay. This is to prompt the other user to hang-up. Enter **#048** and the unit will beep once, press 0 to Disable or 1 to Enable followed by **#**.

2.3.9 RADIO DEVICES

With BS8521 protocol each radio device can be assigned a **“Location Code”** to allow the control centre operator to identify the exact location of the device in alarm.

Auto-Learn Radio Device – allows a radio device to be learned automatically and have its Location Code assigned. Enter **#050**; the unit will announce **“Learn Radio Device and Enter Location Code”**. After the beep activate the radio device. The unit will announce the **“Device Type”** followed by **“Enter Location Code”**. Enter the 2 digit code from the table below, the unit will beep, activate another radio device to be learned or press **#** to end.

00	No Location	12	Living Room 2	24	Kitchen Area	36	Laundry Room 2	48	Shed
01	Local Unit	13	Living Area	25	Utility Room 1	37	Office	49	Outbuilding/Shed
02	Hallway Down	14	Dining Room 1	26	Utility Room 2	38	Study	50	Garden Front
03	Hallway Up	15	Dining Room 2	27	Entrance/Lobby	39	Games Room	51	Garden Rear
04	Stairs 1	16	Dining Area	28	Front Door 1	40	Common Room 1	52	Garden Other
05	Stairs 2	17	Bathroom 1	29	Front Door 2	41	Common Room 2	53	Basement/Cellar
06	Landing	18	Bathroom 2	30	Rear Door 1	42	Lift 1	54	Ground Floor
07	Bedroom 1	19	WC/Toilet Up	31	Rear Door 2	43	Lift 2	55	Bin Store
08	Bedroom 2	20	WC/Toilet Down	32	Garage 1	44	Lift 3	56	Boiler Room
09	Bedroom 3	21	WC/Toilet Other	33	Garage 2	45	Front Gate	57	Attic
10	Bedroom 4	22	Kitchen 1	34	Workshop	46	Rear Gate	58	
11	Living Room 1	23	Kitchen 2	35	Laundry Room 1	47	Outbuilding	59	

Manual Learn Radio Device – allows a radio device to be learned by manually entering its ID code taken from the label. This option is useful on sites with a lot of radio device activity (eg. PIR's) to prevent neighbouring devices being accidentally learned. Enter **#040**; the unit will announce **“Learn Radio Device”**. After the beep enter the 8 digit ID code followed by the 2 digit Location Code from the table above. The unit will beep, enter another radio device or press **#** to end.

Manual Delete Radio Device – allows an individual radio device to be deleted from memory (as Load Radio Defaults will clear all radio devices). Enter **#041**; the unit will announce **“Delete Radio Device”**. After the beep enter the 8 digit ID code of the device to be deleted. The unit will beep, enter another radio device code or press **#** to end.

2.3.10 PERSONAL RECIPIENT MESSAGE

Record ID Message – allows a personal recipient message to be recorded. This message will be heard over the phone by the person that answers the emergency call. Enter **#060**; the unit will announce **“Record ID Message”**, after the countdown of 3 beeps speak your message (max 8 secs), press **#** to end recording or a single beep indicates the end of the record time.

Play ID Message – the personal recipient message will be played-back. Enter **#061**; the unit will announce **“Play ID Message”**, after the single beep your message will be heard.

Delete ID Message – the personal recipient message will be deleted. Enter **#062**; the unit will announce **“Delete ID Message”**, after the single beep press **#**.

2.3.11 INTRUDER MODE

Enable/Disable – a PIR movement detector (hardwired or radio) must be fitted if intruder mode is being enabled. Enter **#063**; the unit will announce **“Intruder Mode”**, press 0 to Disable or 1 to Enable followed by **#**.

2.3.12 PUSHBUTTON SETTINGS

The 3 pushbuttons on the front of the **Reach** unit can be individually enabled or disabled. Enter the relevant code; **#064** (**RED ((•))** emergency button), **#065** (**YELLOW □** function button) or **#066** (**GREEN ○** cancel button) and the unit will announce **“Program Button”**, press 0 to Disable or 1 to Enable followed by **#**.

2.3.13 LED SETTINGS

The illuminated halos around the 3 pushbuttons and the single status indicator light on the front of the **Reach** unit can be individually enabled or disabled. Enter the relevant code; **#067** (**RED ((•))** button halo), **#068** (status indicator) **#069** (**YELLOW □** button halo) or **#070** (**GREEN ○** button halo) and the unit will announce **“Program LED”**, press 0 to Disable or 1 to Enable followed by **#**.

2.3.14 CHANGE SECURITY CODE

The 4 digit security code required to enter programming mode via the keypad on the rear of the **Reach** unit can be changed. Enter **#125** and the unit will beep once, enter a new 4 digit code followed by **#**.

2.4 PROGRAMMING VIA THE CONTROL CENTRE

The **Reach** can be programmed from a control centre using TT or BS8521 protocol.

IMPORTANT: the control centre cannot learn radio devices for you – see section 2.5.

If the **Reach** has been programmed previously you should “**Load System Defaults**” before attempting to re-program via the Control Centre – see section 2.3.1.

Follow either of the methods below;

2.4.1 BY RINGING INTO THE CONTROL CENTRE

1. Ensure that the **Reach** is connected correctly and switched on
2. Use the telephone connected to the **Reach** to dial the control centre number
3. When you hear the telephone ringing press the **RED ((•))** button on the **Reach** ONCE and hang-up
4. You will hear a series of tones confirming that you have a connection
5. The control centre will answer the call and speak to you
6. The default unit ID of the **Reach** will be 995
7. Advise the operator of the user’s name, address and telephone number etc.
8. You will hear a series of tones when the new data is being programmed
9. The operator will speak to you again to confirm when programming is complete
10. Advise the operator that you will make a final test call and ask for the current call to be cancelled
11. Using the **Touch** pendant, carry out a test call to demonstrate to the user how it works.

2.4.2 BY THE CONTROL CENTRE RINGING THE USER

1. Ensure that the **Reach** is connected to a telephone line and switched on
2. Ensure that the users telephone is connected to the rear of the **Reach**
3. Advise the control centre of the users telephone number and that you are ready for programming
4. When the telephone rings press the **GREEN ○** button on the **Reach** ONCE
5. The operator will speak to you
6. Proceed from point 7 above.

2.5 RADIO DEVICE LEARN MODE

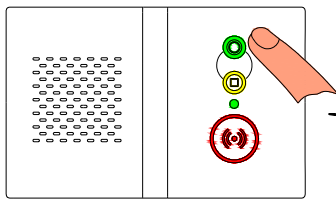
The **Touch** pendant is pre-learned in the factory, any additional pendants or other radio devices must be learned into the **Reach** before they can be used.



If the control centre uses BS8521 protocol and requires the radio devices to be assigned "Location Codes" then they must be learned via Programming Mode - see section 2.3.9.

If you DO NOT require location codes follow the instructions below;

1. Press and HOLD the **GREEN**  button...



((●)) When the front light **FLASHES FAST GREEN** release the button and the unit will announce...

"Trigger radio device"

You now have 1 minute to activate any radio devices.

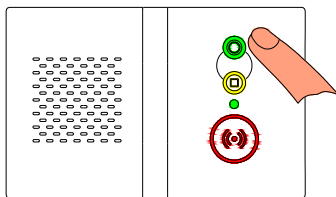
2. If you are learning an additional pendant press the button once...



The button will **FLASH RED ((●))** for several seconds and the **Reach** will announce "**Pendant**". If the unit emits a single low tone the device has already been learned.

Activate any other radio devices that need to be learned, the **Reach** will announce each device type.

3. Press the **GREEN**  button to exit radio device learn mode...



● The front light will go **STEADY GREEN** and the unit is back in normal operating mode.

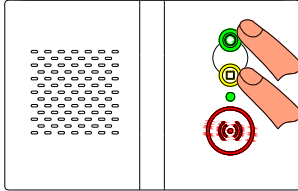


IMPORTANT: when installing a Reach unit ensure all radio trigger devices including those that may have been previously installed e.g. smoke detectors, PIR's etc. are registered with the Reach unit. Once complete a test call should be raised from each trigger device to the Alarm Receiving Centre to ensure it is received and the trigger device is correctly identified – see section 2.6

2.6 RADIO DEVICE TEST MODE

The radio device test mode can be used to check the radio coverage of the **Touch** pendant and any other radio devices from all extremes of the dwelling.

1. Press and HOLD the **GREEN** ○ and **YELLOW** □ buttons TOGETHER...

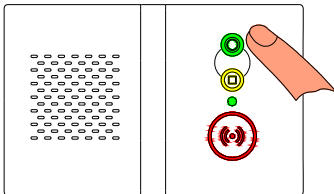


((●)) When the front light **FLASHES FAST GREEN** release the button and the unit will announce...

"Radio device test"

2. Go to all extremes of the dwelling and activate the pendant, the **Reach** will beep each time a radio signal is received OK. Repeat the test for all radio devices.

3. Press the **GREEN** ○ button to exit radio device test mode...



● The front light will go **STEADY GREEN** and the unit is back in normal operating mode.



Radio Device Test mode will exit automatically if no radio devices are activated for 3 minutes.

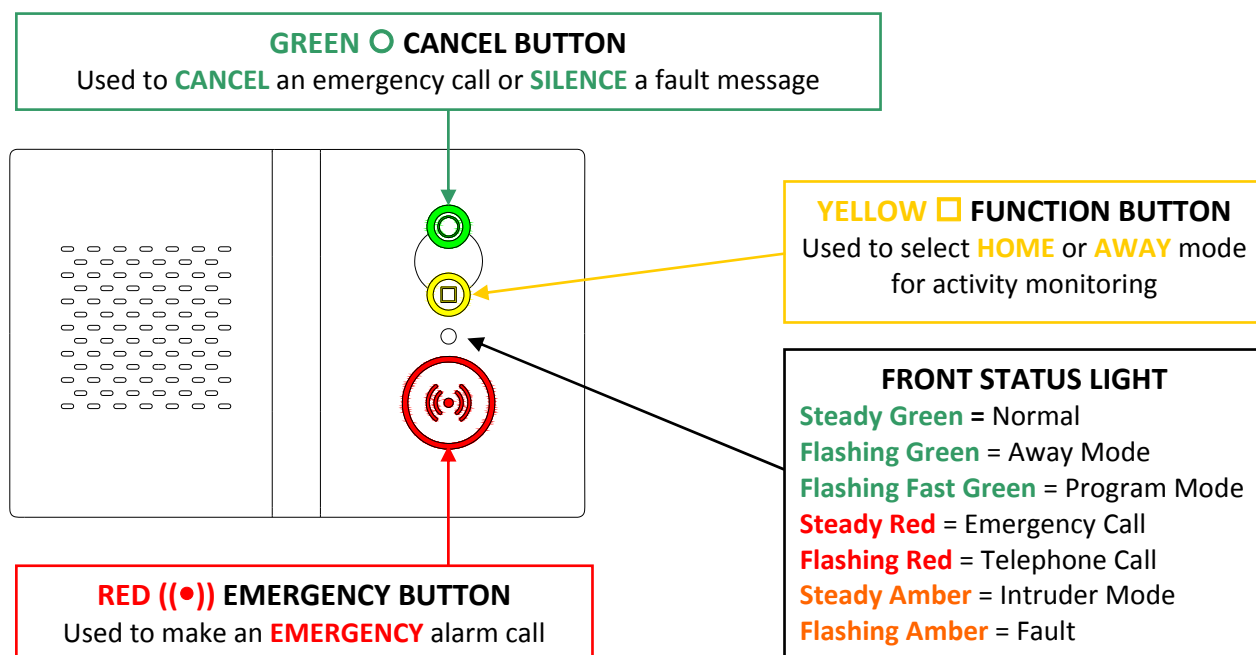
2.7 SPECIFICATION

Power Supply	220-240V AC 50Hz <5 Watts
Power Lead	9V 500mA UK plug-top SMPSU (2.9 metre lead)
Telecom Lead	Standard BT Type 431A plug (2.9 metre lead)
Battery Standby	Daily self test, minimum 24 hours normal operation, 3-5 year life (typical)
Battery Type	6V 1800mAh NiMH
Pendant Battery	3-5 year life (typical)
Pendant Frequency	169.48125 MHz (ETSI EN 300 220-2) Class 1 (ECC/DEC/(05)02)
Speech Control	Simplex (tone controlled) or half duplex (VOX speakerphone).
Volume Control	Adjustable in 5 x 3dB steps (local or control centre)
Pendant Answer	Incoming calls – speakerphone mode
Alarm Cancel	From base unit (programmable 0-60 seconds)
Off-Hook Protection	Auto-disconnects users telephone during an alarm call
Self-Test Option	Periodic silent test call (programmable 0-99 days)
Mains Fail Report	Audible alarm, random dial-out between 1-4 hours
Line Fault Report	Audible alarm
Activity Mode	12 or 24 hour activity monitoring period with 0-9 threshold count
Away Mode	Temporarily disables activity monitoring mode
Intruder Mode	30 second entry/exit time (PIR required)
PIR Option	For activity monitoring or intruder modes
Radio Devices	Compatible with 169MHz Altec radio devices – max 32
Hardwired Inputs	2 N/O inputs (PIR's N/C) – optional lead required (P/No. ZSA550)
Unit Identity	Up to 12 digit ID or 8 second voice message for personal recipients
Protocol Types	TT or BS8521
Mounting Options	horizontal, vertical or wall mounted
Dimensions	120 x 187 x 38 mm (height x width x depth)
Weight	645 grams (inc battery and stand)

EMC STATEMENT

This product is CE approved and meets all relevant standards including EN50134-x, EN50130-4, EN300-220 (Category 1) and the essential requirements of the R&TTE directive 99/5/EC.

PUSHBUTTON AND STATUS LIGHT QUICK GUIDE



NEED MORE HELP OR ADVICE?

Please contact Tynetec's Telecare Helpline on 01670 369934
Lines open Monday to Friday from 9AM to 5PM (excluding Bank Holidays)



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