

USER / RESIDENT GUIDE

WELCOME TO YOUR TELGUARD INTERCOM!

Our 4G and Landline based systems allow you to speak to visitors and grant access, even if you're not at home!

First things first, you will need to make sure that your telephone number is programmed into the intercom to receive a call. If this hasn't already been done by your Managing Agent or Installer, head over to our website and fill in the programming form under the 'Support' tab or scan this QR code.



Scan Me!

Please note: There may be a charge for this service if the intercom is outside of the initial 2 year warranty, or if a Support Agreement is not in place.

Site Owners and Managing Agents: We strongly recommend that the default PIN Codes are changed at the point of installation.

LETTING YOUR VISITORS IN

Telguard is designed to call your phone of choice when your visitor presses the relevant button on the intercom panel.

- Simply answer the call to speak to your visitor and press '#' on your phone's keypad to let them in. If you do not want to grant the visitor access, just hang up the call.



RESIDENT AND AUTHORISED VISITOR ACCESS

Coded Entry Access

If a keypad is present, PIN codes can be programmed to open the door or gate it is connected to. These codes can be programmed to work only between certain times if required. *To set this up, please contact your Installer or Managing Agent. Restrictions may apply dependent on property type.*

- Simply enter the code into the keypad and the door or gate will open.



Authorised Dial In

The Telguard can be programmed to open the door or gate when certain authorised telephone numbers call into the system. These can also be programmed to work within certain time parameters, depending on your property type.

- To use the dial to open feature, call the telephone number of the intercom and press '#' once it answers.

This process may differ depending on the installation set up. Please contact your Managing Agent or Installer for more information.



Fob Access

Some of our systems have integrated fob readers. Simply tap your fob on the reader to gain entry.

For information about this part of the system, or to order replacement fobs, please contact your Installer or Managing Agent.



See page 2 for FAQs

FAQs

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 **07476871569** 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'.
- **Please note:** Some iPhone models will need VoLTE (*voice over LTE*) disabled in order for DTMF tones to work.

If your Telguard is landline based

- **CPA/LINE REVERSAL** If you have a landline based Telguard CPA is required to help the diversion of calls to follow on numbers. Please note that as CPA is a discontinued service, if the line that the Telguard is connected to does not have it, your diverts may not work. In this case, the panel would need to be upgraded to 4G for this feature to work.
- **CLI/CALLER ID** If you have a landline based Telguard and you would like to use the authorised dial-in facility then this must be enabled on the line that the Telguard is connected to so that the incoming call numbers can be identified.

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 call coming through. You can then put the original call on hold to answer the intercom, or it can be ignored. If your phone creates an engaged tone, the Telguard will automatically divert to the next number where applicable.
- If '*Voicemail*' is enabled, the system is unable to divert once this has answered. However, the ring time can be adjusted so that the Telguard diverts before the voicemail kicks in. Alternatively, the visitor can leave a message or cancel the call by pressing the '*Clear*' or the '*Call*' button again.

WANT TO KNOW MORE?

You can find lots of FAQs on our website under the 'Support' tab, or scan this QR code!



FAQs