Commtel



4G INTERCOM USER GUIDE

Welcome to Your Commtel Intercom

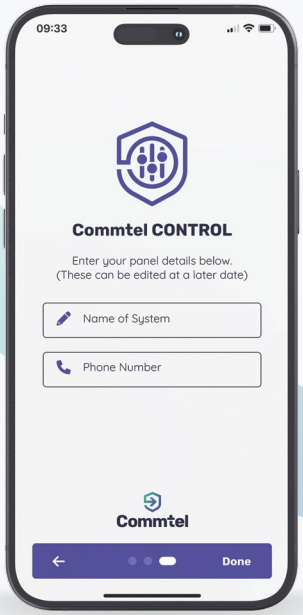
Your Commtel intercom makes it easy to speak to visitors and let them in – whether you're at home or away.

Before you start, make sure your phone number is programmed into the system so you can receive calls.

- If this hasn't already been done, ask your Managing Agent or your Installer.
- You can also request it yourself at www.commtel.io under the **Programming Requests** tab.

N.B. The intercom sends a confirmation reply when using SMS commands or programming via the app/SMS. These replies may incur charges and can be switched off by contacting your installer or our technical support team.

Please Note: A small charge may apply if your system is outside its 2-year warranty or if there's no Support Agreement in place.



Commtel CONTROL App

Use of the Commtel CONTROL App may depend on your site – check with your Managing Agent or Installer.

Please Note: this app is only compatible with SIM-connected intercoms, not landline-based systems.

Letting Visitors In

When someone presses your button on the intercom, it will call your phone.

1. Answer the call to speak to them.
2. To let them in, press **#** on your phone keypad.
3. If you don't want to give access, just hang up.

Resident Entry

1. Using a Code

If your intercom has a keypad, you can use an entry code to open the door or gate:

- Just type in your code and the door/gate will unlock.
- Codes can also be set to work only at certain times (Ask your Installer or Managing Agent if you'd like this set up).

2. Dial-to-Open

Commtel products can recognise certain phone numbers and open the gate when those numbers call in:

- Call the intercom's phone number.
- When it answers, press **#**.

This setup may vary depending on your site (Check with your Managing Agent or Installer).

3. Using a Fob

Some systems include a fob reader:

- Simply hold your fob to the reader to unlock the door or gate.
- For replacement fobs, speak to your Installer or Managing Agent.

FAQs

Do I need to set anything on my phone?

- DTMF tones must be enabled (these are normally on by default).

You can check in two ways:

- If the numbers on your phone's keypad make a sound when pressed, DTMF is likely present – but this isn't always reliable.
- The most accurate way is to call your Commtel intercom and press **#**.
- If you hear a tone, DTMF is working.
- If not, try pressing **1**.

Please Note: If your system says you're not authorised to use this equipment, it means your number hasn't been added as an authorised user. Please speak to your Managing Agent or Installer to update this.

Some iPhones may need VoLTE (Voice over LTE) turned off for this to work.

What if I have a landline-based system?

- **CPA/Line Reversal** is needed for call diversion to work. Some lines no longer support this. If not available, your system may need upgrading to 4G.
- **Caller ID (CLI)** must be enabled if you want to use the dial-to-open feature.

What if I'm already on the phone?

- Turn on **Call Waiting** so you'll see the intercom call coming through.
- You can put your call on hold and answer, or ignore it.
- If your phone gives an engaged tone, the system will try the next number (if another is programmed).
- If voicemail picks up, the system can't divert. Ask your Installer to set the ring time so the intercom call diverts before voicemail kicks in.

We're Here to Support You

Find more FAQs and guides at www.commtel.io under the **Support tab**.

EU CE Declaration of Conformity and Radio Equipment Directive is available at www.commtel.io | GB-RH10 9RB

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