

# *SayPhone V2*

## AT-HOME ALARM UNIT



## USER GUIDE

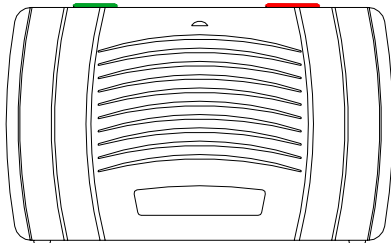
Tynetec operate a policy of continual product improvement.  
If any variation to the details contained in this manual  
are suspected please contact your service provider.

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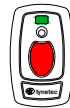
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### 1. UNPACKING YOUR SAYPHONE V2

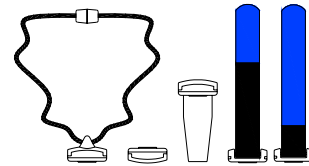
The SayPhone V2 is supplied with a Power Lead, a Telecom Lead, a Personal Pendant and a Pendant Wearing Kit including a neck cord, belt clip and wrist strap.



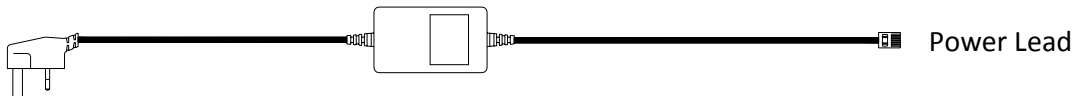
SayPhone V2 At-Home Alarm Unit



Personal Pendant



Pendant Wearing Kit



Power Lead



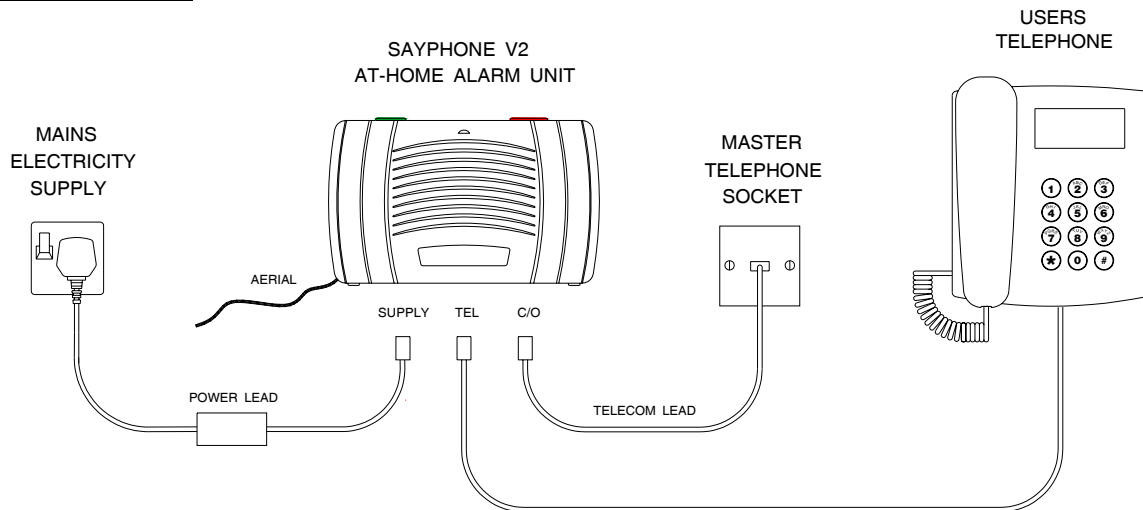
Telecom Lead

## 2. CONNECTING YOUR SAYPHONE V2

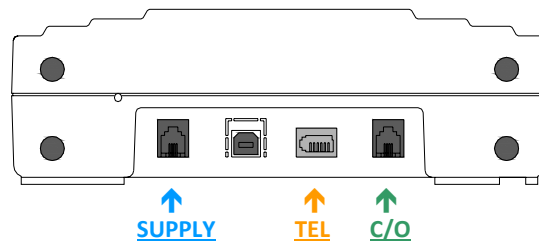
It is important that the SayPhone V2 is connected and programmed by a trained installer. Do not locate the SayPhone V2 within 1 metre of DECT cordless telephone equipment and always pay particular attention on installations with extension telephones or Broadband.

Refer to the Installation & Programming Manual (Tynetec Doc No. FM0546) for full details.

### Basic Connections



### SAYPHONE V2 FROM BELOW



### Procedure

1. Unplug the users telephone from the BT wall socket and plug it into the SayPhone V2 **TEL** socket.
2. Connect the **Telecom Lead** between the SayPhone V2 **C/O** socket and the BT wall socket.
3. Connect the **Power Lead** between the SayPhone V2 **SUPPLY** socket and the mains supply.
4. Stand the SayPhone V2 on a table and ensure the leads are safely routed behind.
5. Perform a test call to the Control Centre to verify correct installation and programming.

### 3. YOUR PERSONAL PENDANT

Your Personal Pendant can be used to make an emergency call from anywhere in or around your home. **Remember to keep it on you at all times and keep it by your bed at night.**

Your Personal 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.

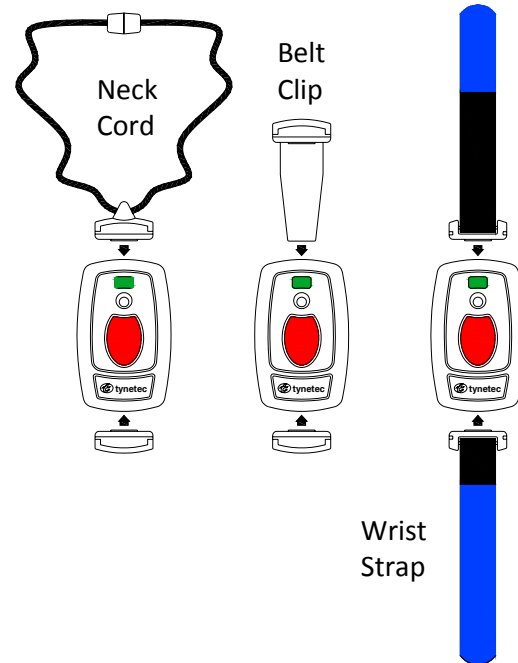
Clip the parts into place as shown opposite to create the wearing option you prefer.

Additional Pendants are available separately if more than one is required.

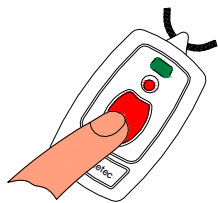
The neck cord must never be shortened or knotted without the safety break device in place.

Replacement black or white cord assembly's are available as spares.

The wrist strap fittings use standard 15mm watch strap pins if an alternative strap is preferred.



#### Making an Emergency Call



Simply press the **RED** button once.

The **RED** lamp will flash for several seconds to confirm a call is being made.

The smaller **GREEN** button is only used for special features and will usually have no function.

#### Maintenance

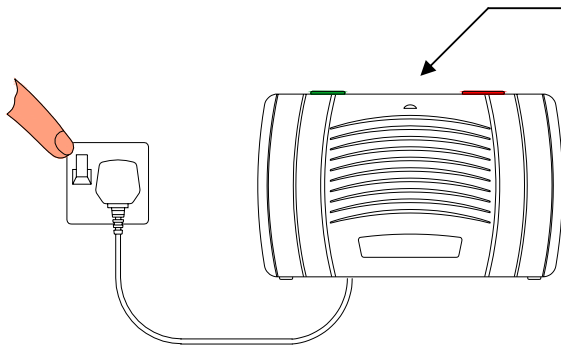
The Pendant is waterproof but it should not be fully submerged in water for prolonged periods. The Pendant can be wiped clean with a damp cloth, avoid using strong detergents or polish.

#### Battery Life

In normal use the Pendant battery should last for about 5 years. The battery condition is monitored and if it begins to fail a "low battery" call will automatically be sent to the Control Centre. Pendants must be returned to Tynetec for battery replacement.

## 4. SWITCHING YOUR SAYPHONE V2 ON

Connect the power lead and switch the mains supply on...



On power-up the front lamp will flash **RED/AMBER/GREEN** for about 12 seconds.

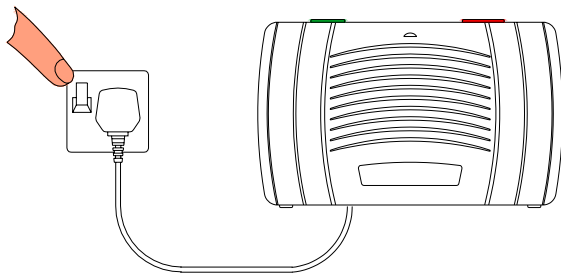


When the front lamp goes steady **GREEN** the SayPhone V2 is ready for use.

## 5. SWITCHING YOUR SAYPHONE V2 OFF

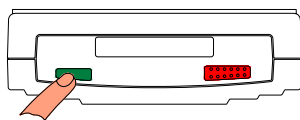
Your SayPhone V2 uses very little power and should always be left switched ON. If it is necessary to switch the unit OFF follow the procedure below.

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



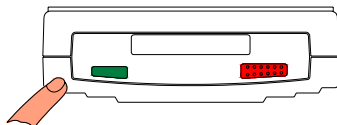
"Your mains power is disconnected"

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



"Beep"

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



"Powering down"

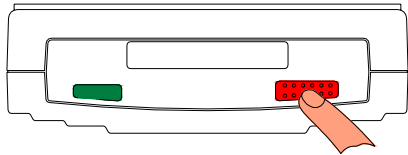
The SayPhone V2 is now switched off.

The telephone plugged into the SayPhone V2 will still operate when the unit is switched off.

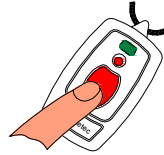
## 6. MAKING AN EMERGENCY CALL

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

1. Press the **RED** button on the SayPhone V2 unit or press the **RED** button on your Personal Pendant...

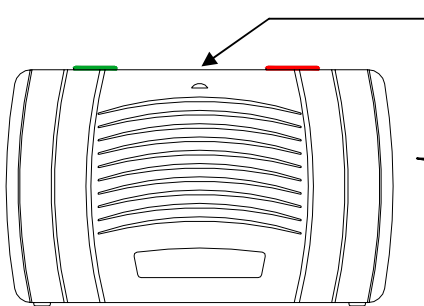


OR



The lamp on the Pendant will flash **RED** for several seconds after the button is pressed.

2. The SayPhone V2 will start to make an emergency call...

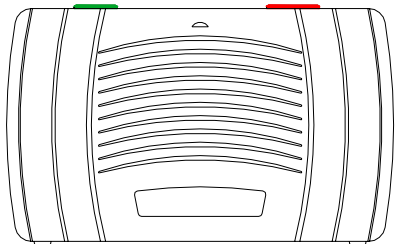


The front lamp will go **RED** and the unit will announce...

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

This message will repeat for a short period before the unit starts to dial.

3. Your call will be answered by the Control Centre and an operator will speak to you – they will know who you are and will provide appropriate help for you.



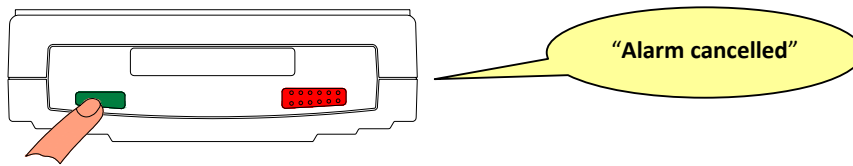
"You're through to Care Line,  
how can I help you?"

If the operator cannot hear you they will still know where you are. The Personal Pendant does NOT pick up your voice, the microphone is in the SayPhone V2 and is very sensitive but it will not work if you are outside your home. The Control Centre operator can increase the volume if you have difficulty hearing them.

4. The operator will cancel the call for you, the front lamp will return to **GREEN** when the call is ended.

## 7. WHAT HAPPENS IF I MAKE AN ACCIDENTAL CALL ?

If an emergency call is made by accident it can be cancelled by pressing the **GREEN** button once, the unit will announce "Alarm Cancelled" and the front lamp will return to **GREEN**.

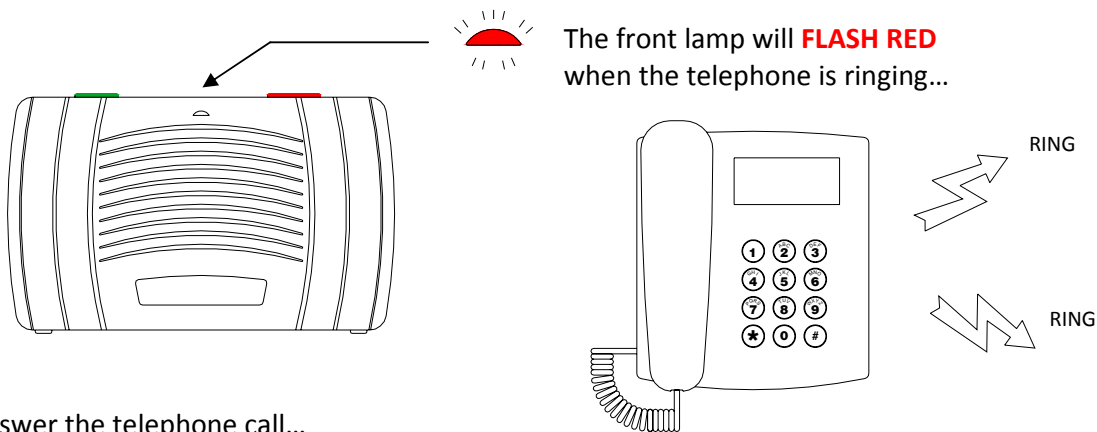


However, once the SayPhone V2 starts to dial the Control Centre the call cannot be cancelled.

Don't worry if you do not manage to cancel an accidental call – when the Control Centre answers simply tell them what you have done. The staff will be pleased that they have talked to you and they will cancel the call in the normal way.

## 8. ANSWERING AN INCOMING TELEPHONE CALL

The SayPhone V2 can also be used to answer a normal incoming telephone call...



To answer the telephone call...



Press the **RED** button on your Personal Pendant.

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

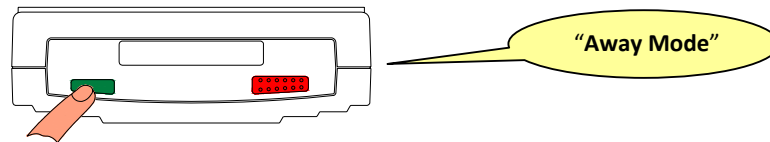
To end the telephone call simply press the **RED** button on your Personal Pendant once again.

## 9. ACTIVITY MONITORING AND THE AWAY MODE

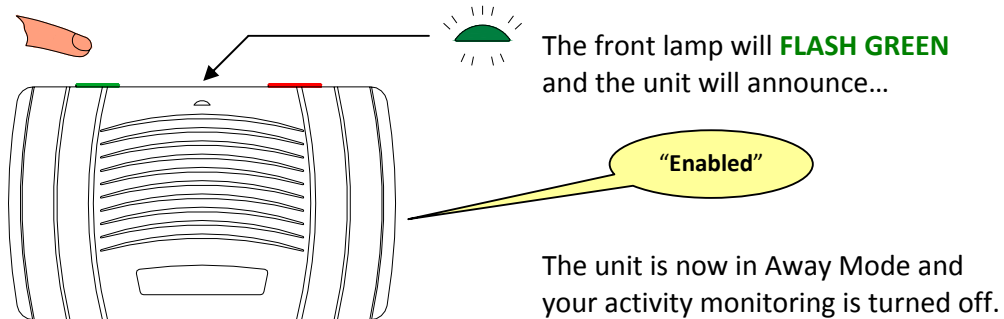
If you have optional movement detectors installed with your SayPhone V2 the Control Centre will know you are “up and about” each day.

If you go away from home for more than one day you must select “Away Mode” to prevent in-activity calls being sent to the Control Centre.

1. Press and HOLD the **GREEN** button until the unit announces...

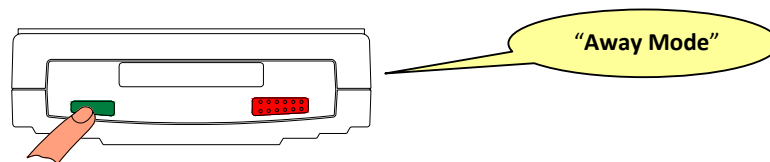


2. RELEASE the **GREEN** button...

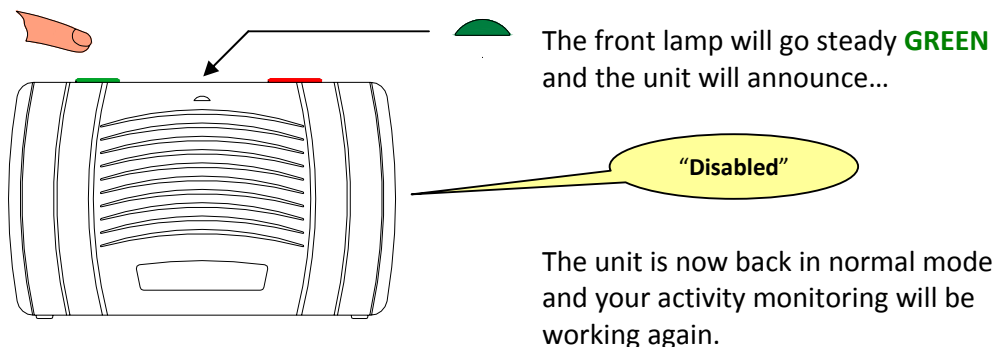


**IMPORTANT:** when you return home you must remember to turn the Away Mode off...

1. Press and HOLD the **GREEN** button until the unit announces...



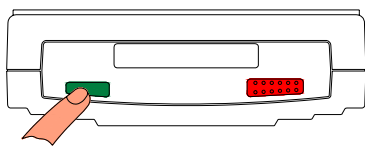
2. RELEASE the **GREEN** button...



## 10. USING THE INTRUDER MODE

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

1. Press and HOLD the **GREEN** button until the unit announces...

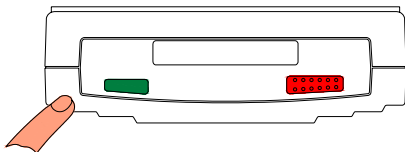


"Away Mode"

2. Keep HOLDING **GREEN** until the unit announces...

"Intruder Mode"

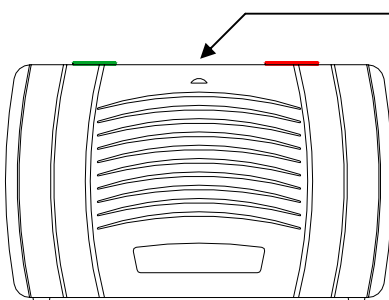
3. RELEASE the **GREEN** button and the unit will announce...



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

4. You now have 30 seconds to leave your home. You can cancel Intruder Mode during this period by pressing the **GREEN** button.

5. When the exit time expires the double-beep will stop...

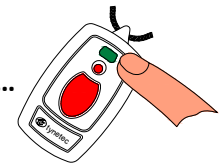


The front lamp will go **AMBER** and intruder mode is set.

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

You now have 15 seconds to disable the intruder mode.

6. To **DISABLE** intruder mode press the **GREEN** button on your **PERSONAL PENDANT**...



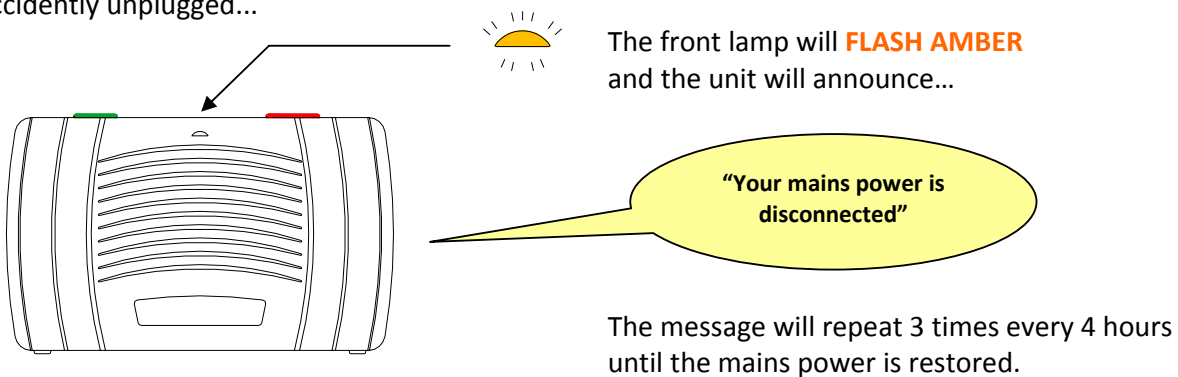
The front lamp will go **GREEN** and the unit will announce...

"Intruder mode disabled"

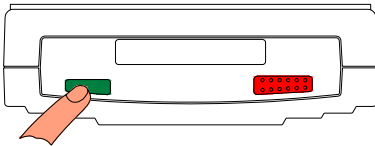
Failure to disable the intruder mode during the entry time will send a "silent" alarm call to the Control Centre.

## 11. MAINS POWER FAILURE ALERT

The SayPhone V2 will make you aware if your mains electricity is off or if the Power Lead has been accidentally unplugged...



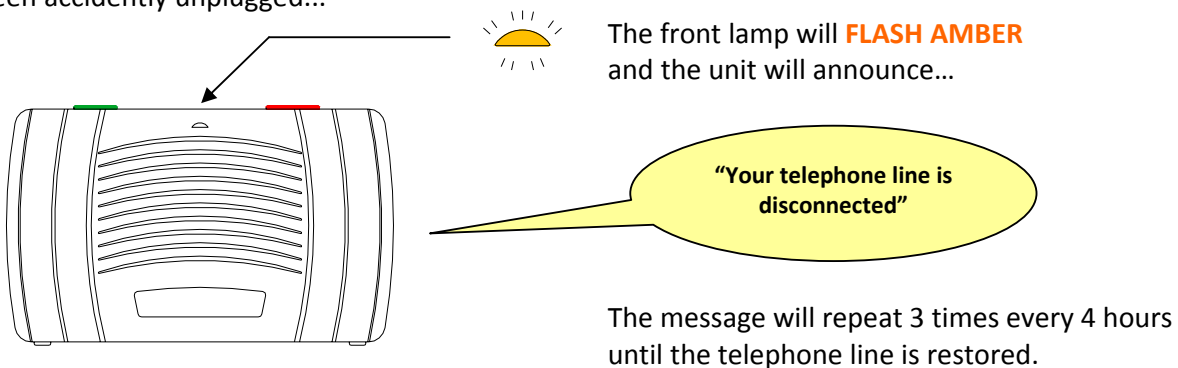
To silence the message and prevent it repeating again, press the **GREEN** button once.



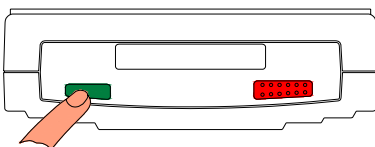
The SayPhone V2 will continue to operate on its batteries for up to 24 hours.

## 12. TELEPHONE LINE FAILURE ALERT

The SayPhone V2 will make you aware if your telephone line has a fault or if the Telecom Lead has been accidentally unplugged...



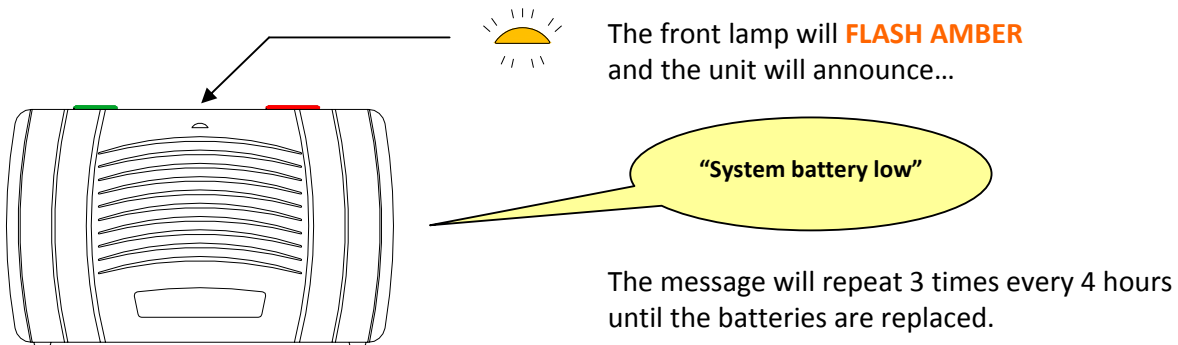
To silence the message and prevent it repeating again, press the **GREEN** button once.



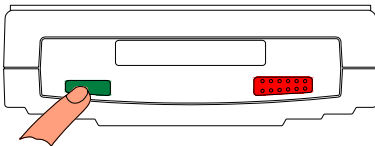
**IMPORTANT: you cannot make an emergency call when your telephone line is disconnected.**

## 13. BATTERY FAILURE ALERT

The SayPhone V2 will make you aware if its batteries are beginning to lose charge...



To silence the message and prevent it repeating again, press the **GREEN** button once.



Take no further action, the low battery condition is automatically reported to the Control Centre and they will arrange to visit and replace the batteries for you.

## 14. REPLACING THE BATTERIES

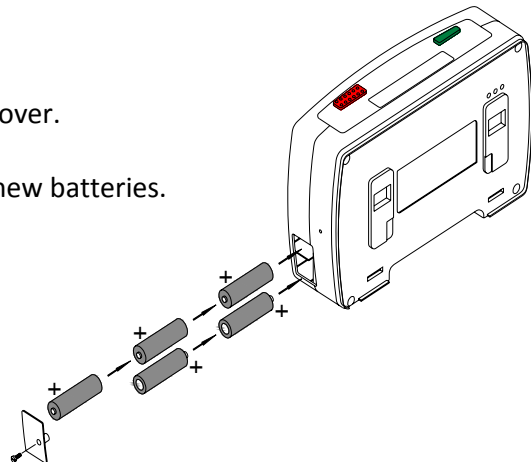
In normal use the batteries should not need replacing for about 5 years. Replacement batteries must be identical to those originally fitted and should only be changed by a competent person.

1. Turn the unit off (as described in section 5).
2. Remove the screw from the battery compartment cover.
3. Pay special attention to the polarity when refitting new batteries.

Replacement batteries must be:

5 off Rechargeable Duracell 1.2V 1700mAh NiMH  
AA/HR6/DC1500

Order 5 off Tynetec Part No. F00146



## QUICK GUIDE

Front lamp colour/pattern:



**Steady Green** = Normal



**Flashing Green** = Away Mode



**Steady Red** = Emergency Call



**Flashing Red** = Incoming Telephone Call



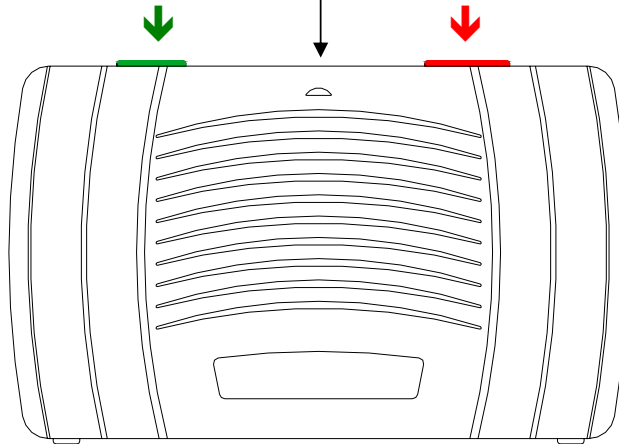
**Steady Amber** = Intruder Mode



**Flashing Amber** = Fault

Press the **GREEN** button to  
**CANCEL** an accidental call  
(or silence a fault message)

Press the **RED** button to  
make an **EMERGENCY CALL**



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