tynetec

Trusted Technology. Caring for People

Reach Plus GSM

At-Home Alarm Unit

Touch

Personal Pendant

USER & INSTALLATION GUIDE

www.tynetec.co.uk

SECTION 1 – USER INSTRUCTIONS

SECTION 2 – INSTALLATION & PROGRAMMING

1.1 UNPACKING THE REACH PLUS GSM AT-HOME ALARM

The package contains a ***Reach Plus*** at-home alarm unit, a GSM base, a GSM antenna, a power lead, a ***Touch*** pendant and a wearing kit. The GSM base must be plugged-in and fixed to the Reach Plus unit with the single screw provided in the tray.

Reach Plus At-Home Alarm

GSM Base

Fixing Screw

GSM Antenna

Power Lead

Touch Pendant

Pendant Wearing Kit

	The Reach Plus GSM will usually be table mounted within 3 metres of a mains supply. **If a mains extension cable is used care should be taken to ensure that no one can trip over the lead.** **The GSM Antenna has a 3 metre lead and ideally this should be positioned on a window sill.**

1.2 CARE AND CLEANING

	The ***Reach Plus GSM*** 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.
	You can dust the ***Reach Plus GSM*** 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 Plus GSM*** unit.
	Avoid using harsh, abrasive or corrosive cleaning agents or detergents (e.g. scouring powders, bleaches, polishes, etc.) when cleaning the ***Reach Plus GSM*** or ***Touch Pendant***.
	Both the ***Reach Plus GSM*** and ***Touch Pendant*** 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.

1.3 THE TOUCH PERSONAL PENDANT

The ***Touch*** pendant supplied in the carton is pre-learned into the ***Reach Plus GSM***, any additional pendants or other radio devices should be learned and tested as described in sections 2.7 and 2.8.

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.

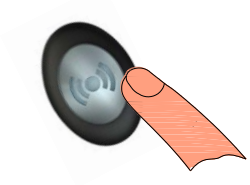
Snap the ***Neck Cord*** apart at the safety-break device and feed through the 2 holes in the rubber boot then click the safety-break together again. The neck cord must never be shortened or knotted without the safety-break device in place.

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.

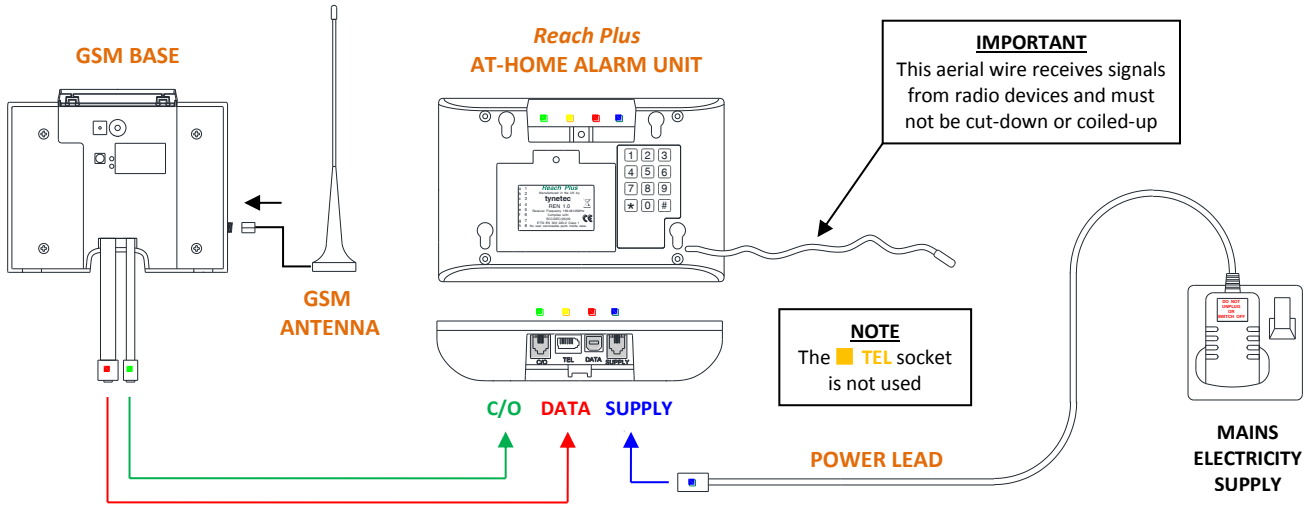
The button will **FLASH RED ((•))** for several seconds to confirm a call is being made.

The ***Reach Plus GSM*** will announce "***Pendant alarm – Please wait, dialling for assistance***"

ℹ	**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 PLUS GSM AT-HOME ALARM

The ***Reach Plus GSM*** at-home alarm unit should only be installed and programmed by trained personnel. Connect the GSM Base, GSM antenna and power lead as shown below;



Connection Procedure...

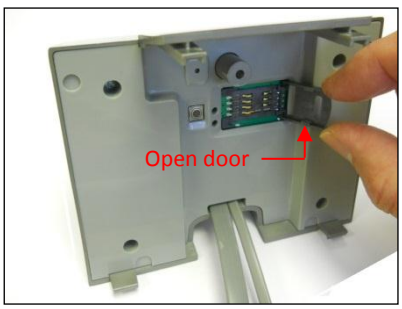
1. Connect the ***GSM Base*** lead with the green ● to the ***Reach Plus*** ■ **C/O** socket.
2. Connect the ***GSM Base*** lead with the red ● to the ***Reach Plus*** ■ **DATA** socket.
3. Connect the **Power Lead** with the blue ● to the ***Reach Plus*** ■ **SUPPLY** socket.
4. Screw the ***GSM Antenna*** into the brass socket on the side of the ***GSM Base***.

*Do not fix the **GSM Base** to the **Reach Plus** until it has been powered-up and a Network connection is established – see the following page.*

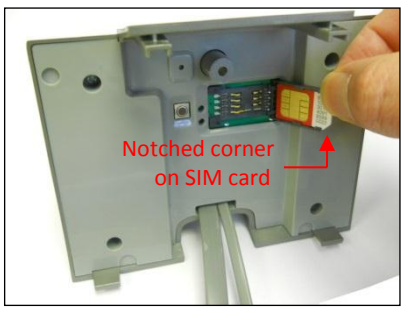
1.5 FITTING THE SIM CARD

A 2G mini SIM card is normally supplied and fitted in the ***GSM Base*** by Tynetec – if you need to fit your own SIM card follow the steps illustrated below;

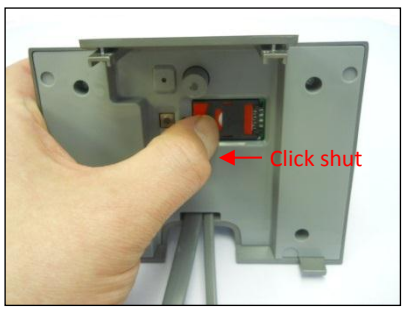
❶ Slide the SIM carrier door to the right and hinge open...



❷ Insert the SIM card into the carrier door as shown below...



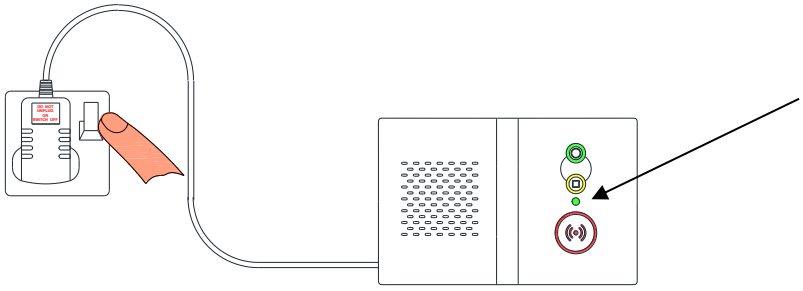
❸ Close the carrier door and slide to the left until it clicks-shut...



If you intend using Tynetec's iCare lifestyle monitoring service then the SIM card must be provided by Tynetec as it uses a Secure Private Network to carry the data.

1.6 SWITCHING THE REACH PLUS GSM AT-HOME ALARM ON

Connect the power lead to a mains socket and switch on; the front light will flash **RED**/**AMBER**/**GREEN** until the unit has attached to the Network…



((●)) ⇨ ((●)) ⇨ ((●))

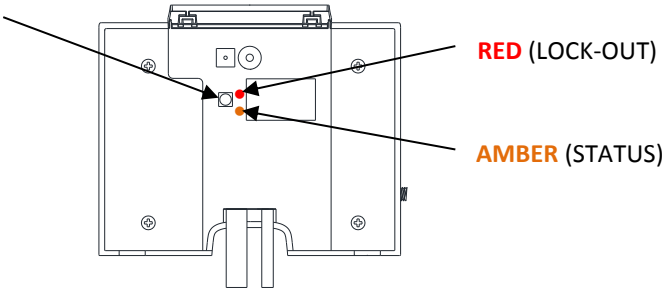
Searching for a Network…

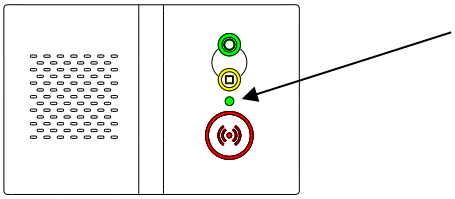
Press the **ON/OFF** button inside the ***GSM Base***

Both the **RED** and **AMBER** lights will flash to indicate power is on.

The **AMBER** light should flash quickly when it is trying to connect to the Network.

On initial power-up it can take up to 2 minutes to connect to the Network…





● When the front light goes **STEADY GREEN** the ***Reach Plus GSM*** is attached to the Network.

The status light inside the ***GSM Base*** will be **SLOW FLASHING AMBER**

If the **GSM Base** fails to connect check the following;

STEADY AMBER: No SIM card and/or no GSM Antenna – check both are fitted correctly.

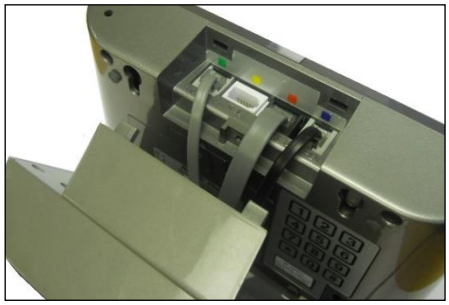
QUICK FLASHING AMBER: The GSM Base is trying to find a Network – try moving the GSM Antenna nearer a window.

STEADY RED: The GSM Base is locked-out – hold the **ON/OFF** button until both red & amber lights flash, leave for a few seconds then press the button again to power-up the GSM Base.

1.7 FITTING THE GSM BASE TO THE REACH PLUS UNIT

Once a Network connection is established carefully route the 3 leads through the ***GSM Base*** and fix to the ***Reach Plus*** unit with the single screw provided.

❶ Pull the leads downwards and locate the GSM Base on the back of the Reach Plus unit…

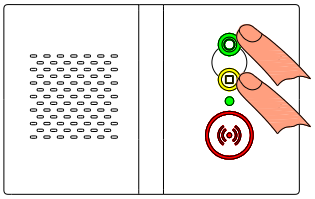


❷ Using a small Pozi screwdriver fix the GSM Base with the single screw provided…

1.8 SIGNAL STRENGTH TEST MODE

To check the Network signal strength follow the procedure below;

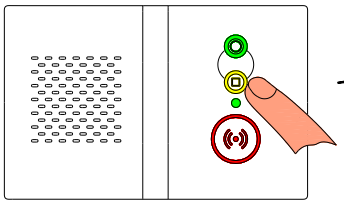
1. Press and HOLD the **GREEN** ○ and **YELLOW** □ buttons TOGETHER…



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

"Radio Device Test"

2. Press the **YELLOW** □ button and the unit will announce…



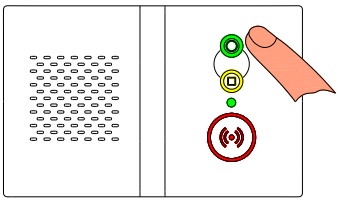
"Signal Strength"

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

The signal strength will be announced as a number between **0** and **31**.
Move the Antenna to achieve the best signal strength.
Note: only changes to the signal strength will be announced.

SIGNAL STRENGTH	SIGNAL QUALITY
0 to 6	Very Poor
7 to 11	Poor
12 to 16	**OK**
17 to 24	**Good**
25 to 31	Excellent

3. Press the **GREEN** ○ button to exit the signal strength test mode…



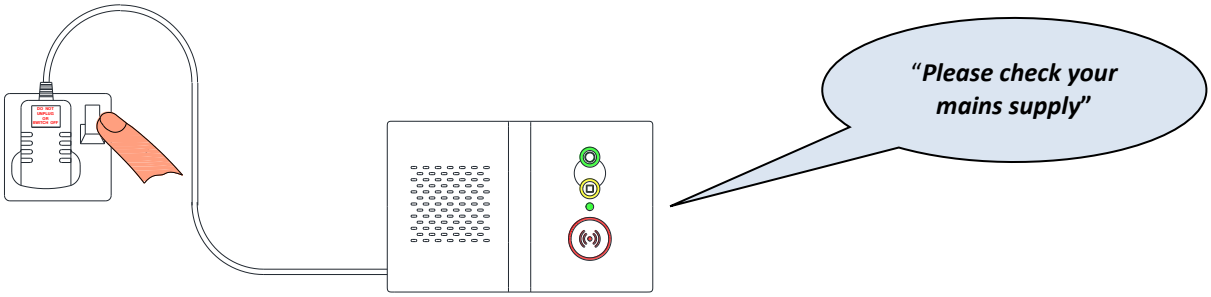
● The front light will go **STEADY GREEN** and the unit is back in normal operating mode.

The signal strength test mode will exit automatically after 3 minutes.

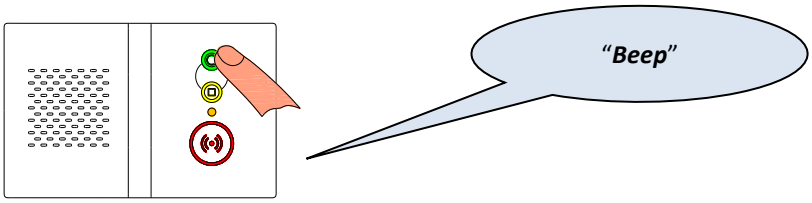
1.9 SWITCHING THE REACH PLUS GSM AT-HOME ALARM OFF

The ***Reach Plus GSM*** 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;

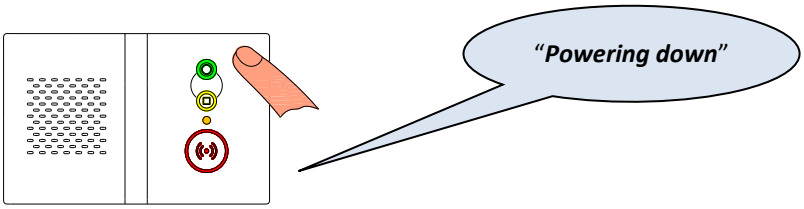
1. Turn the mains supply off and wait for the unit to announce…



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



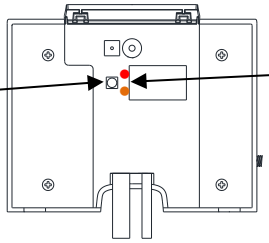
3. RELEASE the **GREEN** button and the unit will announce…



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

5. The ***GSM Base*** has an internal battery which should also be turned off…

Remove the stand and press the **ON/OFF** button inside the GSM Base



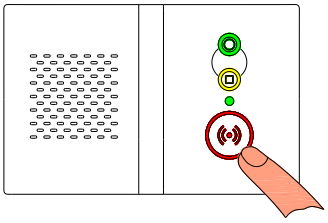
The **RED** and **AMBER** lights will flash once to indicate power is off

6. The ***GSM Base*** is now switched off.

1.10 MAKING AN EMERGENCY CALL

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

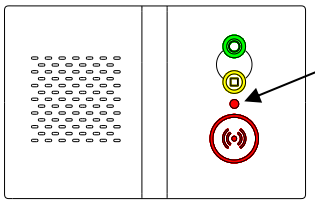
1. Press the **RED ((•))** button on the ***Reach Plus GSM*** unit or press the ***Touch*** pendant...



OR

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

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

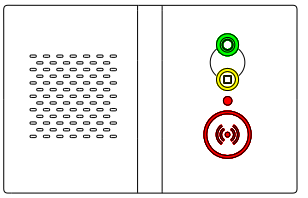


- The front light will go **STEADY RED** and the unit will announce…

"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?"

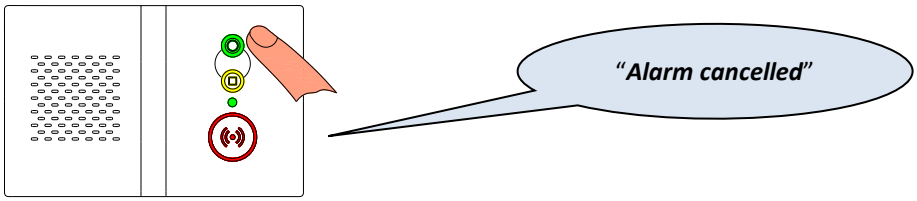
4. A two way conversation can be held with the resident.

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 Plus GSM unit and is very sensitive but it will not work if the caller is outside their home.** **The Control Centre (or Personal Recipient) can increase the volume if the caller has difficulty hearing.**

1.11 ACCIDENTAL CALLS

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 light will return to **STEADY GREEN**.

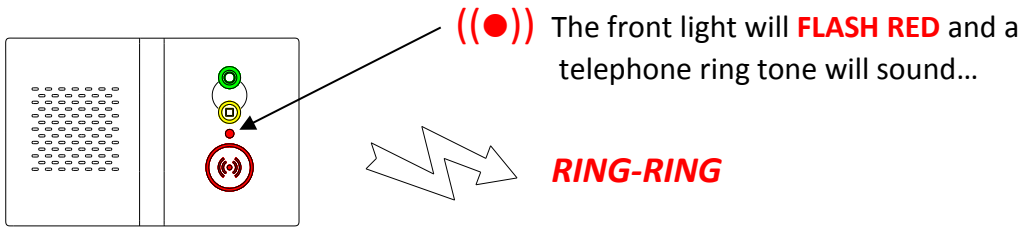


Please note once the ***Reach Plus*** starts to dial the call cannot be cancelled.

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

1.12 ANSWERING AN INCOMING TELEPHONE CALL

The ***Reach Plus GSM*** can also be used to answer a normal incoming telephone call…

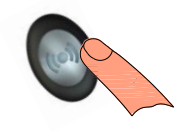


To answer a telephone call…

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.

	If the user fails to end the call with the Touch pendant the Reach Plus will detect when the caller has hung-up and end the call automatically.

1.13 USING THE PERSONAL RECIPIENT MODE

The ***Reach Plus GSM*** 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 2.6.5

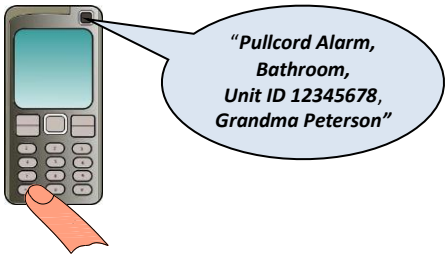
A personal recipient message must be recorded – see section 2.6.8

To answer a personal recipient call…

When a mobile phone rings the display will normally show the name and number of the caller *(provided it is stored in the phonebook memory)*.

Pick-up to answer in the normal way then…

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 and hang-up the call in the normal way.

If the call is cut-off without pressing **#** the ***Reach Plus GSM*** 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 Plus GSM.** **The sequence in which the numbers are dialled can also be set - see section 2.6.5 for details.**

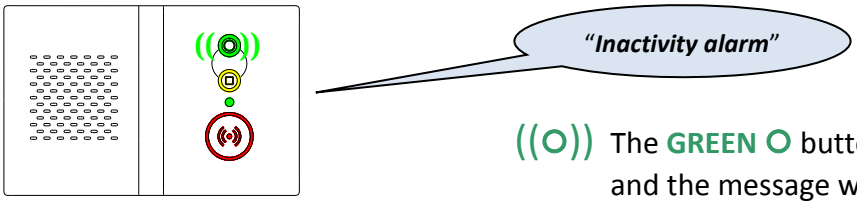
1.14 USING THE ACTIVITY MONITORING MODE

Optional PIR movement detectors can be installed in the home to monitor if the resident is “up and about” each day.

If no movement is detected by the end of an activity monitoring period an inactivity alarm call will be sent to the control centre.

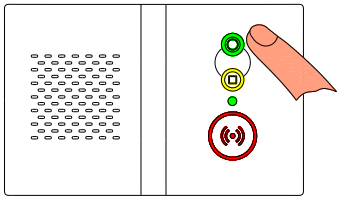
If the resident is going away from home the ***Reach Plus GSM*** should be put into “Away Mode” to prevent inactivity calls being sent to the control centre. See section 1.19 for how to use the Away Mode.

If no movement is detected the unit will announce…



((O)) The **GREEN** O button will **FLASH GREEN** and the message will repeat for **60 seconds**.

Press the **FLASHING GREEN** O button once within 60 seconds…



The inactivity alarm message will be silenced and the **GREEN** O button will stop flashing.

Failure to press the **FLASHING GREEN** O button during the 60 second period will send an inactivity alarm call to the control centre.

	Activity monitoring must be enabled during programming of the Reach Plus GSM unit. Up to 3 time periods can be set to repeat each day, the minimum number PIR activations per period and the inactivity alert is also programmable - see section 2.6.6 for details.

1.15 USING THE I'M OK MODE

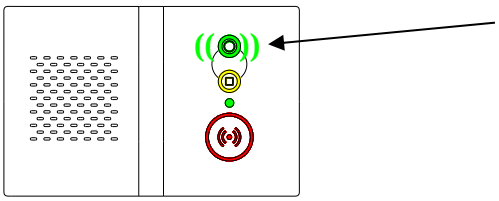
The ***Reach Plus GSM*** can be set to flash its **GREEN** button and sound a beep for a preset time period each day.

If the resident is "up and about" and feeling "OK" they can press the **GREEN** button to stop the alert.

If the **GREEN** button has not been pressed before the end of the I'm OK period an inactivity call will be sent to the control centre.

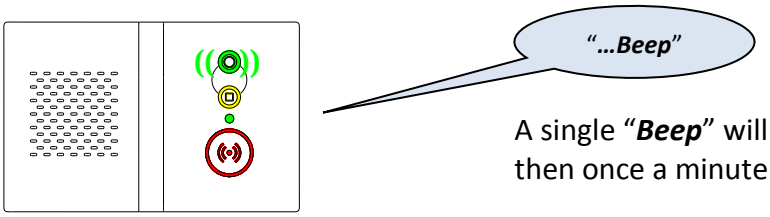
If the resident is going away from home the ***Reach Plus GSM*** should be put into "Away Mode" to prevent inactivity calls being sent to the control centre. See section 1.19 for how to use the Away Mode.

During the I'm OK period…



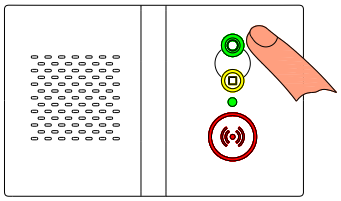
((O)) The **GREEN** button will **FLASH GREEN** once per second.

During the last **30 minutes** of the I'm OK period…



A single "***Beep***" will sound once every 5 minutes then once a minute for the last **5 minutes**.

Press the **FLASHING GREEN** button any time during the I'm OK period…



The **GREEN** button will stop flashing and the beep will be silenced.

Failure to press the **GREEN** button during the I'm OK period will send an inactivity alarm call to the control centre.

Note: the alarm will be sent after a random delay up to 1 hour after the end of the I'm OK period.

I'm OK mode must be enabled and the start/stop times must be set during programming of the Reach Plus GSM unit. The flashing light and/or audible beep can be disabled - see section 2.6.6 for details.

1.16 USING THE ACTIVITY LINKED I'M OK

Telecare sensors such as mains usage monitors, door contacts or PIR movement detectors can be used to monitor daily activity and automatically register the resident as being OK.

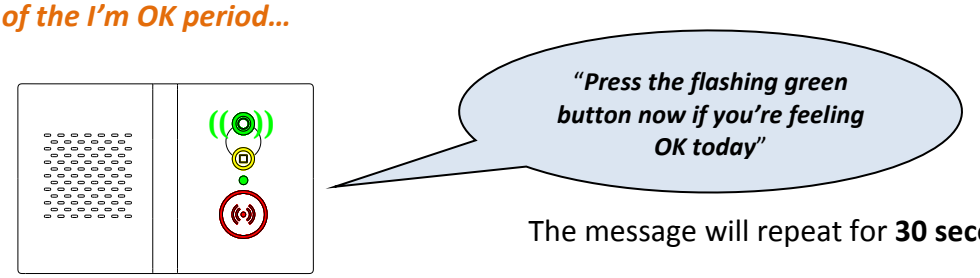
For example; if a kettle fitted with a mains usage monitor is boiled during the I'm OK period this will stop the local alert and the resident will be registered as being "OK".

Activity linked I'm OK must be enabled during programming of the Reach Plus GSM – see section 2.6.6 for details. Care should be taken when using this option as the activation of any Telecare sensor during the I'm OK period will be recognised as activity and will therefore register the person as being OK.

1.17 USING THE I'M OK TIMEOUT ALERT

The ***Reach Plus GSM*** can be set to play a user recorded speech message at the end of the I'm OK period if the green button has not been pressed (or if no activity has been detected).

At the end of the I'm OK period…



The message will repeat for **30 seconds**.

If the **GREEN** ○ button is still not pressed an inactivity alarm call will be will be sent after a random delay up to 1 hour after the end of the I'm OK period.

The speech message must be recorded at General Message slot 1 during programming of the Reach Plus unit – see section 2.3.8 for details.

1.18 USING THE I'M OK SMS TEXT ALERT

An SMS text message can be sent to a Responder or Carer to confirm when I'm OK is acknowledged each day.

If the resident does not acknowledge I'm OK a "No Activity" alert will be sent.

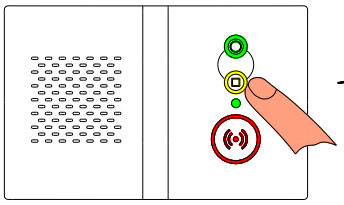
If the Reach Plus unit is put into "Away Mode" this will also be sent, likewise when the unit is returned to normal mode a "Home" text message will be sent.

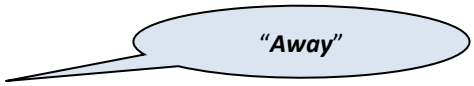
Text alerts must be enabled during programming of the Reach Plus GSM unit – see section 2.6.17 for details.

1.19 USING THE AWAY MODE

If activity monitoring or I'm OK mode is being used and the resident is going away from home 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…



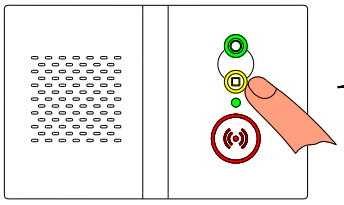


((●)) The front light will **FLASH GREEN**

The unit is now in **Away Mode** – activity monitoring and I'm OK mode is turned off.

⚠	**When the resident returns home they must remember to turn activity monitoring and I'm OK back on...**

Press the YELLOW ☐ button and the unit will announce…



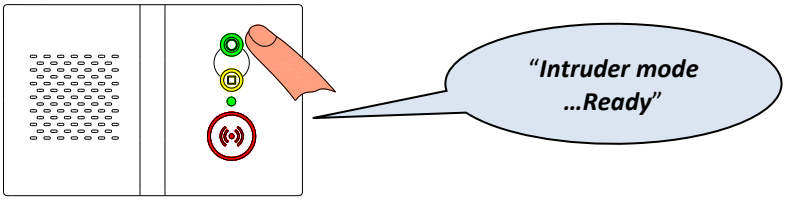
● The front light will go **STEADY GREEN**

The unit is now back in **Normal Mode** – activity monitoring and I'm OK mode is working again.

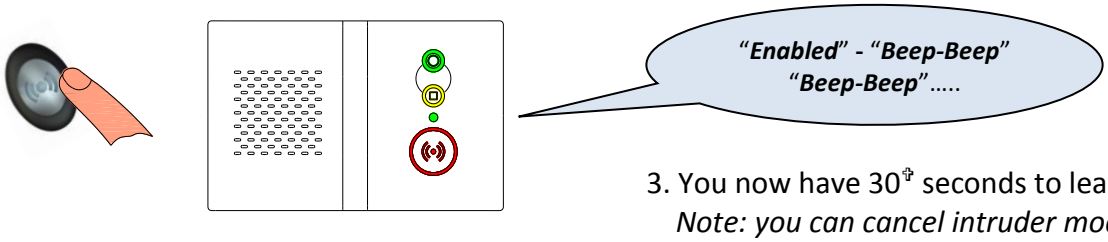
1.20 USING THE INTRUDER MODE

If optional PIR movement detectors are 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…

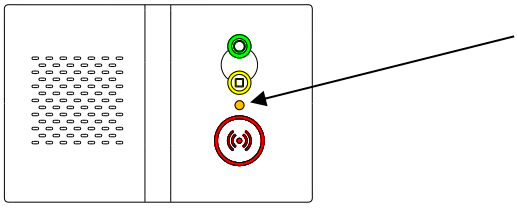


2. Press the **TOUCH PENDANT** within 20 seconds and the unit will announce…



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…

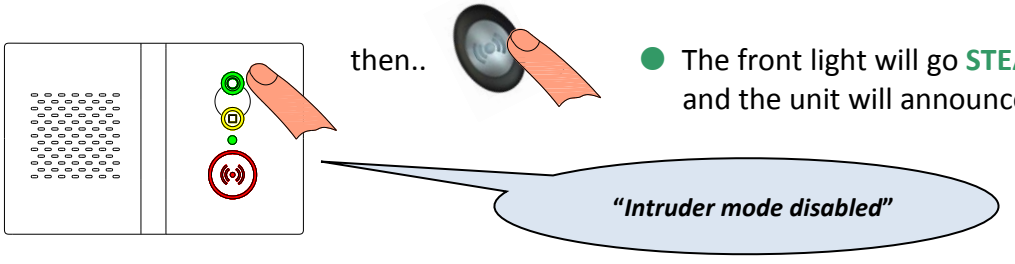


- The front light will go **STEADY AMBER**

When the PIR movement detector is next activated 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…

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

	Intruder mode must be enabled during programming of the Reach Plus GSM unit. **The default 30 seconds entry/exit time can be changed - see section 2.6.9 for details.**

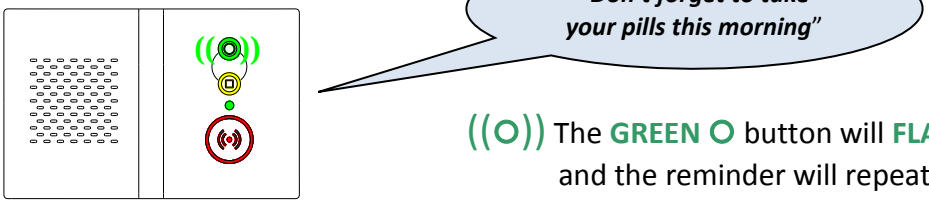
1.21 USING THE REMINDER MODE

The ***Reach Plus GSM*** can be set to play a reminder message at the same time every day, once a week or once a month.

Up to 8 different messages, maximum 8 seconds duration each, can be recorded by a Carer or relative using the microphone in the unit.

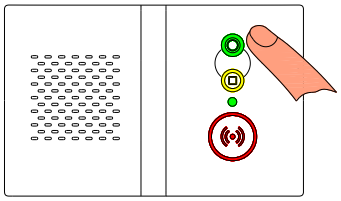
The reminder message will repeat for 30 seconds or it can be silenced by pressing the **GREEN** button.

When it's time a reminder message will play…



((O)) The **GREEN** button will **FLASH GREEN** and the reminder will repeat for **30 seconds**.

Press the **FLASHING GREEN** button once…



The reminder message will be silenced and the **GREEN** button will stop flashing.

If the **GREEN** button is not pressed the message will stop after 30 seconds.

Note: the option is available during setup to report an inactivity alarm call to the control centre if the reminder is not silenced during the 30 second period.

	Reminder messages must be recorded and the time and interval you want them to play must be set during programming of the Reach Plus GSM unit - see section 2.6.8 for details.

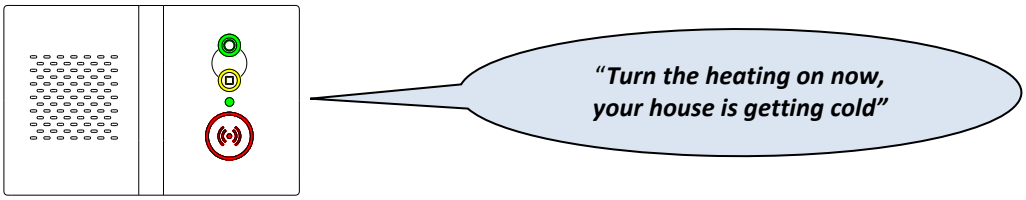
1.22 USING THE LOW TEMPERATURE ALERT MODE

If an optional Ambient Temperature Sensor is fitted the ***Reach Plus GSM*** can be set to play a user recorded message if the room temperature falls below the upper set point.

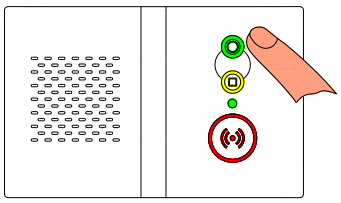
If the room temperature continues to fall below the lower set point an SMS text message will be sent to a Responder.

The ***Reach Plus GSM*** can be set to monitor the room temperature during 3 pre-set time periods each day.

If the room temperature falls below the upper set point a message will play …

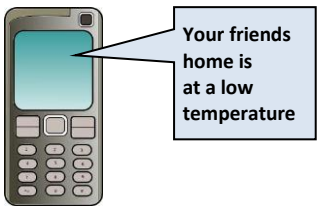


Press the **GREEN** O button once to silence the message…



If the **GREEN** O button is not pressed the message will stop after 60 seconds.

If the room temperature falls below the lower set point a text message will be sent …



An SMS text message will be sent to a Responder when the room temperature is getting dangerously low.

	The Ambient Temperature Sensor must be learned-in and have its Trigger Activity Windows set during programming of the Reach Plus unit – see section 2.6.10 (page 39) for details. **The speech message must be recorded at General Message slot 2 and Text Alerts must be enabled – see sections 2.6.8 & 2.6.17 for details.**

	IMPORTANT: if you are using the *Activity Linked I'm OK* feature it's important that LK1 inside the Ambient Temperature Sensor is set in position "A". Failure to set this link will result in low temperature alarms during the I'm OK period being recognised as activity. **To prevent low temperature alerts through the night *Trigger Activity Windows* should be set during the day and evening only i.e. time periods when the heating should normally be on.**

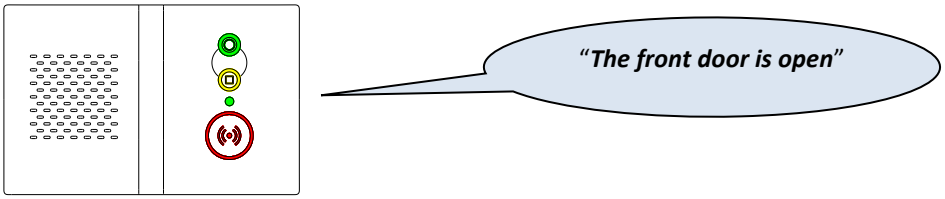
1.23 USING THE DOOR MONITORING MODE

If optional door contacts are fitted the ***Reach Plus GSM*** can be set to play a message and/or raise an alarm when an entrance door is opened.

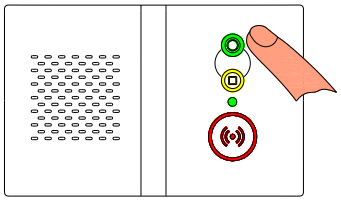
Up to 16 different messages, maximum 8 seconds duration each, can be recorded by a Carer or relative using the microphone in the unit.

The ***Reach Plus GSM*** can be set to monitor the door permanently or during 3 preset time periods each day.

If the entrance door is opened during a monitored period…



Press the **GREEN** button once to silence the message…



If the **GREEN** button is not pressed the message will stop after 60 seconds.

Note: the option is available during setup to report a door exit alarm call to the control centre if the message is not silenced during the 60 second period.

	Messages must be recorded (see section 2.6.8) and the door contact must setup during programming of the Reach Plus GSM unit - see section 2.6.10 for details.

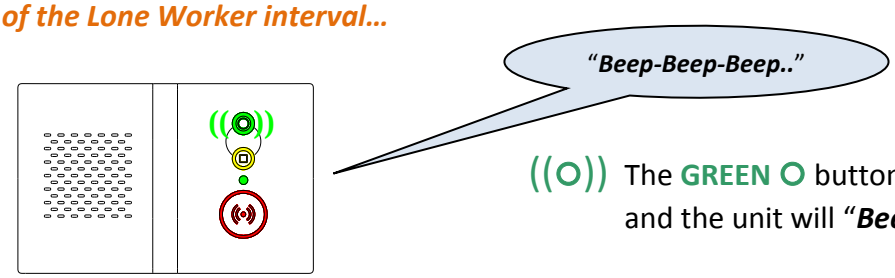
1.24 USING THE LONE WORKER MODE

The ***Reach Plus GSM*** can be set to sound an alert after a preset time interval has elapsed.

The user has 60 seconds to press the **GREEN** button to stop the alert and re-start the time interval again.

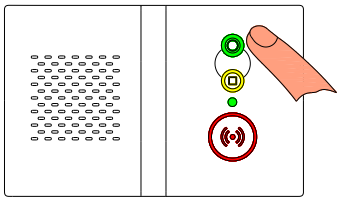
If the **GREEN** button is not pressed after 60 seconds an inactivity call will be sent to the control centre.

At the end of the Lone Worker interval…



((O)) The **GREEN** button will **FLASH GREEN** and the unit will "***Beep***" for **60 seconds**.

Press the **FLASHING GREEN** button once…



The beeping will be silenced and the time interval will start again.

Failure to press the **GREEN** button during the 60 second period when the unit is beeping will send an inactivity alarm call to the control centre.

	The Lone Worker interval (0 to 9 hours) must be set during programming of the Reach Plus GSM unit See section 2.6.6 for details.

1.25 USING THE CARER RESPONSE MODE

The ***Reach Plus GSM*** can be used in a local care environment to monitor multiple residents with multiple Telecare sensors.
The total number of sensors per Reach Plus GSM is 32.

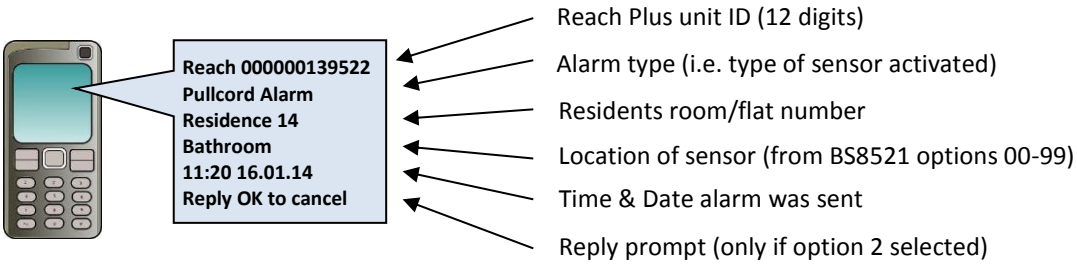
The Carer Response mode can be set to operate in one of two ways;

1: When a Telecare sensor is activated send an SMS text to a Responder followed by an alarm call to a Control Centre or Personal Recipient, or...

2: When a Telecare sensor is activated send an SMS text to a Responder, if the call is acknowledged within a pre-set time (0-9999 seconds) the alarm will be cancelled.
If the text is not acknowledged the alarm will then report to a Control Centre or Personal Recipient.

The SMS text message will identify the Reach Plus unit ID, the alarm type, the residence number, the location of the sensor and the time & date of the call. If option 2 is selected the call can be cancelled by replying OK within the preset time.

When a sensor is activated a text message will be sent with the details below…



Reply OK to cancel the call…

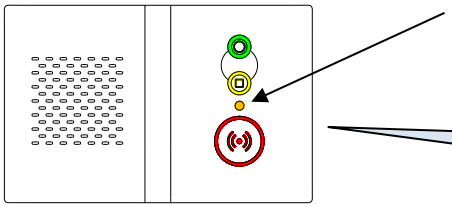
Type OK (not case sensitive) and press send to cancel the call.

If the text is not acknowledged the alarm call will be sent to a Control Centre or Personal Recipient.
The call details sent to a Personal Recipient will also include the residence number.

	When the Reach Plus GSM is being used in Carer Response mode the Telecare sensors must be learned with the #053 code to allow a residence number to be added – see section 2.3.10 for details. **The option to "Send SMS Before Alarm" or "SMS Ack to Cancel Alarm" (and wait time for Ack) must be set during programming of the Reach Plus unit – see section 2.6.18 for details.**

1.26 MAINS POWER FAILURE ALERT

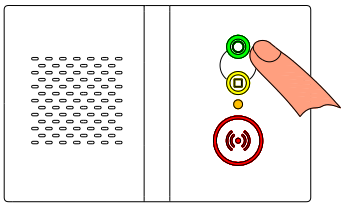
The ***Reach Plus GSM*** will make the resident aware if their mains electricity is off or if the power lead has been accidently unplugged...



((●)) 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.

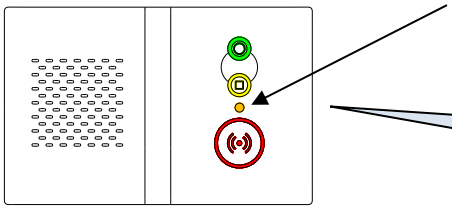


Press the **GREEN** ○ button to **SILENCE** the message

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

1.27 NETWORK CONNECTION FAILURE ALERT

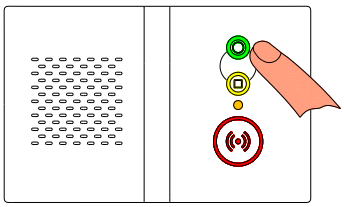
The ***Reach Plus GSM*** will make the resident aware if their Network connection has a fault...



((●)) 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 Network is restored.
To silence the message and prevent it repeating again, press the **GREEN** ○ button.

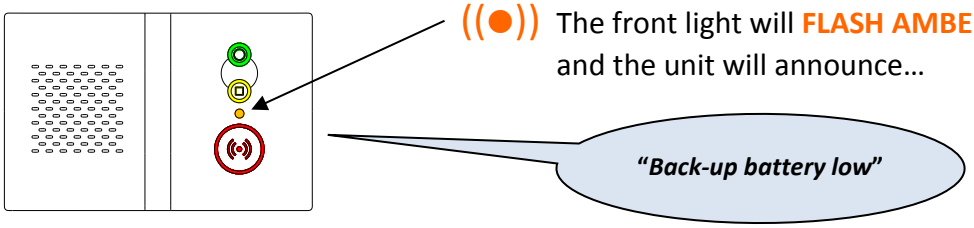


Press the **GREEN** ○ button to **SILENCE** the message

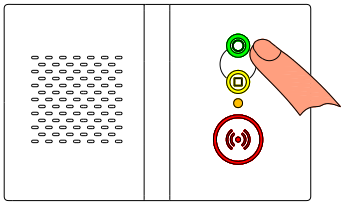
⚠	**IMPORTANT: an emergency call cannot be made if the Network connection fails.**

1.28 BATTERY FAILURE ALERT

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



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.



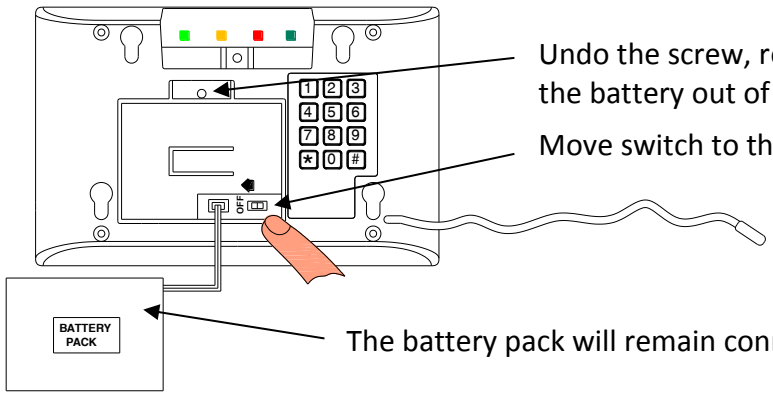
Press the **GREEN** ○ button to **SILENCE** the message

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**

1.29 ON/OFF SWITCH

The ***Reach Plus*** can be switched off if it is not going to be used for a prolonged period.
Remove the GSM stand to access the battery cover on the rear of the Reach Plus unit.



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.

	The GSM Base should also be turned off – press the small black button inside the stand, both the red and amber lights will flash on/off once.

2.1 GSM CONFIGURATION OPTIONS

The ***Reach Plus GSM*** can be configured in one of 3 modes.

Voice only…

This allows voice communications with a traditional Control Centre or Personal Recipient via the mobile network.

1. Insert a voice enabled SIM card
2. Program a unit ID
3. Program the Control Centre (or Personal Recipient) telephone number(s)
4. Set the Control Centre protocol type
5. Set the time & date

Voice and SMS Text…

This allows voice communications with a traditional Control Centre or Personal Recipient via the mobile network and also includes the ability to send and receive text messages from Carers or Responders.

1. Insert a voice & SMS enabled SIM card
2. Program a unit ID
3. Program the Control Centre (or Personal Recipient) telephone number(s)
4. Set the Control Centre protocol type
5. Program the mobile telephone number(s) for SMS text alerts
6. Set the time & date

Voice, SMS Text and iCare…

This allows voice communications with a traditional Control Centre or Personal Recipient via the mobile network, the ability to send and receive text messages from Carers or Responders and lifestyle monitoring via Tynetec's iCare Server.

1. Insert a voice, SMS and iCare enabled SIM card♱
2. iCare Account set-up with Tynetec
3. Program a unit ID
4. Program an iCare ID
5. Program the Control Centre (or Personal Recipient) telephone number(s)
6. Set the Control Centre protocol type
7. Program the mobile telephone number(s) for SMS text alerts
8. Program the IP Address and Port Number for iCare (default Tynetec Server)
9. Set the time & date

♱*Note: the iCare enabled SIM must be provided by Tynetec as it uses a secure private network to carry the data.*

2.2 PROGRAMMING MODE OPTIONS

The ***Reach Plus GSM*** can be programmed in 3 different ways;

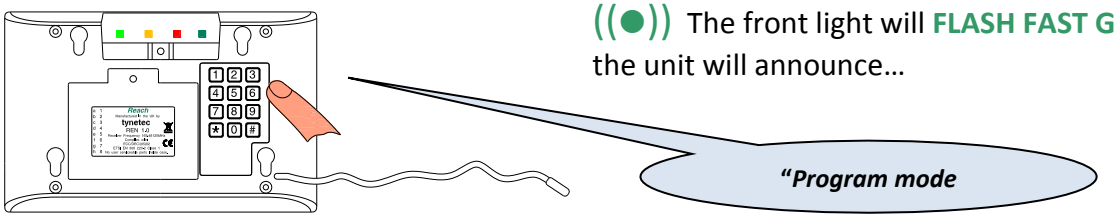
1. Locally using the Keypad (K) on the rear of the unit
2. Remotely via SMS text (S) from a mobile phone
3. Remotely from the Control Centre (C)

Please note not all features can be programmed from any one of the above options – refer to the **Program Method** column on the Parameters List in section 2.6 for details.

2.3 KEYPAD PROGRAMMING MODE

The keypad on the rear of the ***Reach Plus GSM*** can be used to program the majority of features, there are some that can only be programmed via SMS text.

Enter ✱ 1 6 7 0 using the keypad on the rear…



Select the **Parameter Number** to program from the list in section 2.6 – check the parameter required has a "K" (for keypad) in the **Program Method** column.

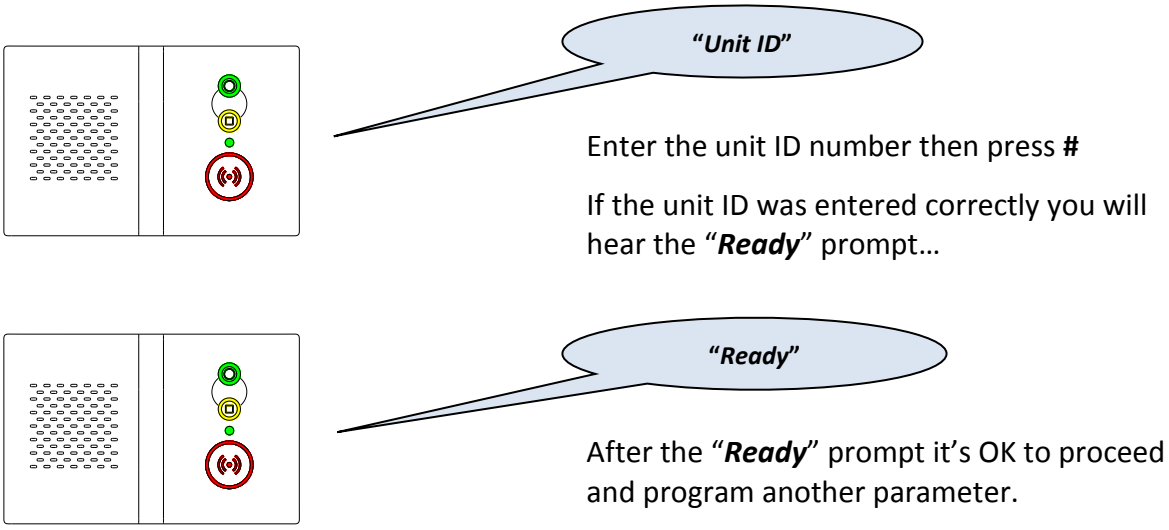
After programming a parameter you can press the **1** key to confirm what you entered.

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

2.3.1 SETTING 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…

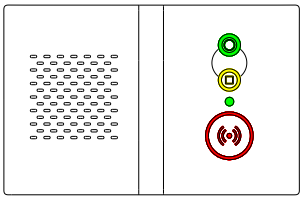


	If the unit announces "*Incorrect Entry*" check what you are entering and re-try.

2.3.2 SETTING 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...

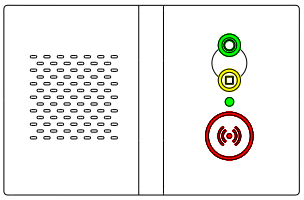


"Telephone number 1"

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"

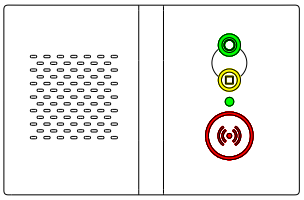
Whenever the unit announces "***Ready***" it's OK to proceed and program another parameter.

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

2.3.3 SETTING THE PROTOCOL TYPE

The control centre will confirm which protocol type they use; TT, BS8521 or BS7369.

Press # 0 2 2 and the unit will announce...



"Protocol type"

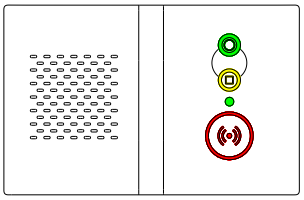
Enter **0#** for TT
Enter **1#** for BS8521
Enter **2#** for BS7369

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

2.3.4 SETTING THE TIME & DATE

The time & date must be set so all events are logged with the correct time and all timed functions operate correctly.

Press # 0 4 4 and the unit will announce...

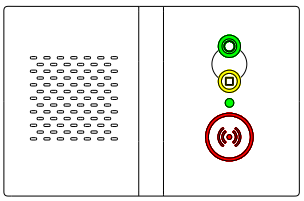


"Set Time"

Enter the time as 4 digits using the 24 hour clock format (e.g. 1:30PM is 1330) followed by **#**.

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

Press # 0 4 5 and the unit will announce...



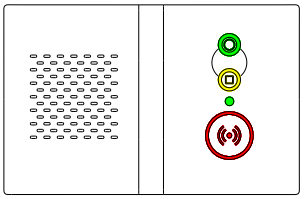
"Set Date"

Enter the day/date/month/year as 7 digits using the format below;

1st Digit = Day (1 = Mon to 7 = Sun)
2nd & 3rd Digit = Date (01 to 31)
4th & 5th Digit = Month (01 to 12)
6th & 7th Digit = Year (00 to 99) followed by **#**.

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

Press # 0 8 6 and the unit will announce...



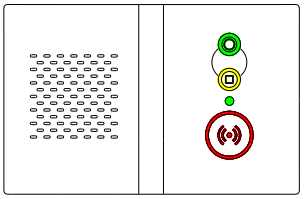
"Check Time & Date"

Followed by the time & date settings;

"Time is 11 hours 29 minutes Date is 17 01 14"

2.3.5 EXIT KEYPAD 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.

2.4 SMS TEXT PROGRAMMING

Many of the ***Reach Plus GSM*** features that are programmed via the keypad can also be setup using SMS text from a mobile phone. Note; there are some parameters that can ONLY be programmed via SMS text, see the Parameter List in section 2.6 and check the parameter required has an "S" (for SMS Text) in the **Program Method** column.

Texts must start with TYNETEC (in CAPS) followed by a space, then the 4 digit security code (default 7777) followed by a space, then the parameter number which always begins with a # (e.g. #026), followed by the new data followed by #, then send. Multiple parameters can be programmed in a single text provided the 160 character SMS text limit is not exceeded.

For example; to program ARC telephone number 1 (parameter #026) to 01670352371 via text;

T	Y	N	E	T	E	C		7	7	7	7		#	0	2	6	0	1	6	7	0	3	5	2	3	7	1	#

The ***Reach Plus GSM*** will reply with its ID number (e.g. 12345678) to the technical response number with confirmation that the programming was successful;

R	E	A	C	H		1	2	3	4	5	6	7	8		P	R	O	G		O	K		0	2	6	

Example of programming multiple parameters; set time (parameter #044) and day/date/month/year (parameter #045) to 2:26PM (1426), Monday (day 1) 20 January 2014 (1200114) in a single text…

T	Y	N	E	T	E	C		7	7	7	7		#	0	4	4	1	4	2	6	#		#	0	4	5	1	2
0	0	1	1	4	#																							

Example of programming a door contact to monitor a door from 9PM in the evening to 7AM in the morning; enter the trigger activity parameter (#051) followed by the 8 digit ID of the radio door contact (e.g. 34040752), a 2 digit location code (28 = front door), a 2 digit message number (00 = none), acknowledge (1 = yes), alarm (1 = yes), start time 1 (2100), stop time 1 (0700), # then send;

T	Y	N	E	T	E	C		7	7	7	7		#	0	5	1	3	4	0	4	0	7	5	2	2	8	0	0
1	1	2	1	0	0	0	7	0	0	#																		

2.5 CONTROL CENTRE PROGRAMMING

The ***Reach Plus GSM*** can be programmed from a Control Centre using TT or BS8521 protocol, however there are some features that can only be programmed via the Keypad or SMS text.

If the ***Reach Plus GSM*** has been programmed previously you should "**Load System Defaults**" before attempting to re-program via the Control Centre (see section 2.6.1) then follow the procedure below;

1. Ensure that the ***Reach Plus GSM*** is connected to the Network and switched on
2. Advise the Control Centre of the users telephone number and that you are ready for programming
3. When the ***Reach Plus GSM*** rings press the **GREEN** ○ button once
4. The operator will answer and ask you for the user's name, address and telephone number etc.
5. You will hear a series of tones when the new data is being programmed
6. The operator will speak to you again to confirm when programming is complete
7. Advise the operator that you will make a final test call and ask for the current call to be cancelled
8. Using the ***Touch*** pendant, carry out a test call to demonstrate to the user how it works.

2.6 PROGRAMMING PARAMETERS LIST

Menu Group	Parameter	Parameter Number	Program Method*	Enter the following data…	Default Setting	See Section
Load Defaults	Load Defaults	#000	K	Enter the required default parameter followed by #	N/A	2.6.1
	Load System Defaults	#001	K		N/A	
	Load Radio Defaults	#002	K		N/A	
	Load Log Defaults	#018	K		N/A	
	Load Message Defaults	#019	K		N/A	
Audio Settings	Siren Volume	#005	K+S+C	Enter 0 to 5 followed by # 0# = off, 5# = max volume	Level 3	2.6.2
	Audio Volume	#006	K+S+C		Level 3	
	Ring Volume	#007	K+S+C		Off	
	Audio Mode	#008	K+S+C	0# = Simplex or 1# = Half Duplex	Half Duplex	
	Mains Disconnection Alert	#009	K+S+C	0# = Disable or 1# = Enable	Enabled	
	Assurance Tone	#010	K+S+C		Enabled	
	Telephone Line Fail Alert	#011	K+S+C		Enabled	
Hardwired I/O	Hardwired Input 1	#101	K	Enter hardwired input device type followed by; location, message, acknowledge and alarm options.	None	2.6.3
	Hardwired Input 2	#102	K		None	
	Hardwired Output 1	#117	K		None	
Identity Settings	Protocol Type	#022	K+S+C	0# = TT 1# = BS8521 2# = BS7369	TT	2.6.4
	BS7369 Interval	#023	K	Enter delay in mS followed by #	0600	
	Unit ID (max 12 digits)	#024	K+S+C	Enter the unit ID followed by #	995	
	Pre-Alarm Delay (in 4 sec steps)	#025	K+S+C	00# no delay to 60# max	4 Secs	
Telephone Numbers	Tel No. 1 (ARC1)	#026	K+S+C	Enter the Control Centre Tel No. (max 16 digits) followed by #	None	2.6.5
	Tel No. 2 (ARC2)	#027	K+S+C		None	
	Tel No. 3 (ARC3)	#028	K+S+C		None	
	Tel No. 4 (ARC4)	#029	K+S+C		None	
	Tel No. 5 (PR1)	#030	K+S+C	Enter the Personal Recipient Tel No. (max 16 digits) followed by #	None	
	Tel No. 6 (PR2)	#031	K+S+C		None	
	Tel No. 7 (PR3)	#032	K+S+C		None	
	Tel No. 8 (PR4)	#033	K+S+C		None	
	Tel No. 1 (ARC1) Dial Attempts	#03826	K	Enter the number of dial attempts (1 to 9) at each ARC number followed by #	4	
	Tel No. 2 (ARC2) Dial Attempts	#03827	K		4	
	Tel No. 3 (ARC3) Dial Attempts	#03828	K		4	
	Tel No. 4 (ARC4) Dial Attempts	#03829	K		4	
	Tel No. 5 (PR1) Dial Attempts	#03830	K	Enter the number of dial attempts (1 to 9) at each PR number followed by #	4	
	Tel No. 6 (PR2) Dial Attempts	#03831	K		4	
	Tel No. 7 (PR3) Dial Attempts	#03832	K		4	
	Tel No. 8 (PR4) Dial Attempts	#03833	K		4	
	Dial Sequence	#037	K+S+C	Enter the telephone number dial sequence followed by # (8 digits)	None	
	Alternative Dial Sequence	#047	K+S+C	As above followed by start/stop time	None	
Activity Monitoring	Enable/Disable	#034	K+S+C	0# = Disable or 1# = Enable	Disabled	2.6.6
	Activity Period 1 Setup	#0351	K+S+C	Enter start time, threshold (00 to 99), stop time, followed by # Start/stop time = 4 digits (24hr)	None	
	Activity Period 2 Setup	#0352	K+S+C		None	
	Activity Period 3 Setup	#0353	K+S+C		None	
	Inactivity Reminder	#071	K+S	0# = Disable or 1# = Enable	Disabled	
	Lone Worker Interval	#072	K	0-9 hours then # (0=Disabled)	Disabled	
	I'm OK Setup	#073	K+S	1 = Enable, set start/stop time, enable audible/visual alerts, enable activity linked	Disabled	
Periodic Test	Test Call Interval & Time	#036	K+S+C	Interval in days 00 to 99 (0=Disabled) Test time = 4 digits (24hr) then #	Disabled	2.6.7
Messages Setup	Record ID Message	#060	K	Record PR message (8 secs max)	N/A	2.6.8
	Play ID Message	#061	K	Listen to PR message	N/A	
	Delete ID Message	#062	K	Press # to delete PR message	N/A	
	Record General Message 1-16	#61 (01-16)	K	Record messages 1-16 (8 secs max)	N/A	
	Play General Message 1-16	#62 (01-16)	K	Listen to messages 1-16	N/A	
	Reminder Setup 1	#091	K	Enter message number; 01 to 16 Enter time (4 digits = 24hr) Enter Interval; 0 = daily, 1 = weekly or 3 = monthly (if weekly or monthly then enter day; 1 = Monday) Acknowledge; 0 = No 1 = Yes Alarm; 0 = No 1 = Yes	None	
	Reminder Setup 2	#092	K		None	
	Reminder Setup 3	#093	K		None	
	Reminder Setup 4	#094	K		None	
	Reminder Setup 5	#095	K		None	
	Reminder Setup 6	#096	K		None	
	Reminder Setup 7	#097	K		None	
	Reminder Setup 8	#098	K		None	

*Program Method: K = Keypad S = SMS Text C = Control Centre

2.6 PROGRAMMING PARAMETERS LIST – CONTINUED

Menu Group	Parameter	Parameter Number	Program Method[*]	Enter the following data…	Default Setting	See Section
Optional Settings	Safe Call Setup	#039	K	0# = Disable or 1# = Enable	Disabled	2.6.9
	Intruder Mode Setup	#063	K	0 = Disable or 1 = Enable Entry time 000 to 999 Secs Exit time 000 to 999 Secs then #	Disabled 30 Sec Entry 30 Sec Exit	
	Tx Event to Data Collector	#043	K	0# = Disable or 1# = Enable	Disabled	
	Change Security Code	#125	K	Enter new 4 digit code followed by #	1670	
Radio Device Setup	Manual Learn Radio Device	#040	K+S	Enter 8 digit ID, Enter 2 digit Location Code, Enter message; 01 to 16 Acknowledge; 0 = No, 1 = Yes Alarm; 0 = No, 1 = Yes followed by #	N/A	2.6.10
	Delete Radio Device	#041	K+S	Enter 8 digit ID followed by #	N/A	
	Auto-Learn Radio Device	#050	K	Activate device, Enter 2 digit Location Code, Enter message; 01 to 16 Acknowledge; 0 = No, 1 = Yes Alarm; 0 = No, 1 = Yes followed by #	N/A	
	Trigger Activity Window	#051	K+S	Activate device (or enter 8 digit ID via text), Enter 2 digit Location Code, Enter message; 01 to 16 Acknowledge; 0 = No, 1 = Yes Alarm; 0 = No, 1 = Yes Enter start time 1; 4 digits (24hr) Enter stop time 1; 4 digits (24hr) Repeat for start/stop times 2/3 followed by #	N/A	
	Auto-Learn Second Pendant	#052	K	Same as #050 except Pendant is assigned to a second resident	N/A	
	Auto-Learn Carer Response Radio Device	#053	K	Same as #050 except the Radio Device can be assigned a residence number	N/A	
Buttons & LED Setup	Red Emergency Button	#064	K	0# = Disable or 1# = Enable	Enabled	2.6.11
	Yellow Function Button	#065	K	0# = Disable or 1# = Enable	Enabled	
	Green Cancel Button	#066	K	0# = Disable or 1# = Enable	Enabled	
	Red Emergency Button LED	#067	K	0# = Disable or 1# = Enable	Enabled	
	Tri-Colour Status LED	#068	K	0# = Disable or 1# = Enable	Enabled	
	Yellow Function Button LED	#069	K	0# = Disable or 1# = Enable	Disabled	
	Green Cancel Button LED	#070	K	0# = Disable or 1# = Enable	Disabled	
Time & Date Setup	Set Time	#044	K+S+C	Enter 4 digit time (24hr) then #	00:00	2.6.12
	Set Day/Date/Month/Year	#045	K+S+C	Enter day (1=Mon) then enter date, month, year (DDMMYY) then #	1/01/01/00	
	BST Setup	#046	K+S+C	0# = Disable or 1# = Enable	Enabled	
Check Parameters	Check Parameters	#003	K	Listen to unit ID, Tel No, protocol etc.	N/A	2.6.13
	Check Audio Settings	#080	K	Listen to audio settings	N/A	
	Check I/O Devices	#081	K	Listen to I/O devices settings	N/A	
	Check Activity Monitoring	#082	K	Listen to activity monitoring settings	N/A	
	Check Periodic Test Call	#083	K	Listen to periodic test call settings	N/A	
	Check Reminders	#084	K	Listen to reminders settings	N/A	
	Check Options Setup	#085	K	Listen to options settings	N/A	
	Check Time & Date	#086	K	Listen to time & date settings	N/A	
	Check Trigger Window	#087	K	Listen to trigger window settings	N/A	
	Check GSM Settings	#088	K	Listen to GSM settings	N/A	

[*]Program Method: K = Keypad S = SMS Text C = Control Centre

2.6 PROGRAMMING PARAMETERS LIST – CONTINUED

Menu Group	Parameter	Parameter Number	Program Method[♦]	Enter the following data…	Default Setting	See Section
GSM Setup	GSM Mode	#152	K+S	0# = Disable, 1# = Voice Only 2# = Voice+iCare, 3# = iCare Only	Voice Only	2.6.14
	GSM Security Code	#160	K	4 Digit Code for SMS Programming	7777	
	APN (Access Point Name)	#172	S	Network Provider Name	Wirelesslogic-hsdpa.co.uk	
	APN User ID	#173	S	Network Provider ID	tynetec	
	APN Password	#174	S	Network Provider Password	tynetec	
	Mobile Tel No.1 (Responder)	#161	S	Enter Mobile Tel No's for SMS Text (max 16 digits) followed by #	None	2.6.15
	Mobile Tel No.2 (Responder)	#162	S		None	
	Mobile Tel No.3 (Responder)	#163	S		None	
	Mobile Tel No.4 (Responder)	#164	S		None	
	Mobile Tel No.5 (Carer)	#165	S		None	
	Mobile Tel No.6 (Carer)	#166	S		None	
	Mobile Tel No.7 (Carer)	#167	S		None	
	Mobile Tel No.8 (Carer)	#168	S		None	
	Mobile Tel No.9 (Technical)	#169	S		None	
	iCare ID	#140	K	12 Digit Code (issued by Tynetec)	995	2.6.16
	iCare IP Address	#150	K	IP Address of iCare Server (12 digits)	082.069.230.013	
	iCare Port Number	#151	K	Port Number of iCare Server (6 digits max)	3000	
GSM I'm OK Setup	Enhanced I'm OK Options	#170	S	Enter 4 digit code 0 = Disable or 1 = Enable 1: Home/Away SMS, 2: Low Temp SMS 3: Activity SMS, 4: ARC/PR Alarm	All Enabled 1111	2.6.17
	Temperature Monitoring	#171	S	0# = Disable or 1# = Enable	Enabled	
Carer Response Setup	SMS Sent Before Alarm	#175	K+S	0# = Disable or 1# = Enable	Disabled	2.6.18
	SMS Ack to Cancel Alarm	#176	K+S	0# = Disable or 1 followed by 0000 to 9999 wait for Ack time in Secs followed by #	Disabled	

[♦]Program Method: K = Keypad S = SMS Text C = Control Centre

2.6.1 LOAD DEFAULTS

Load Defaults – clears all parameter settings, radio devices, Telecare data and recorded messages from the ***Reach Plus GSM*** memory. Enter **#000**, the unit will announce "***Load Defaults***" then press **#**.

Load System Defaults – clears all parameter settings from the ***Reach Plus GSM*** memory. Enter **#001**, the unit will announce "***Load System Defaults***" then press **#**.

Load Radio Defaults – clears all radio devices from the ***Reach Plus GSM*** memory. Enter **#002**, the unit will announce "***Load Radio Defaults***" then press **#**.

Load Log Defaults – clears all stored Telecare data from the ***Reach Plus GSM*** memory. Enter **#018**, the unit will announce "***Load Log Defaults***" then press **#**.

Load Message Defaults – clears all recorded messages from the ***Reach Plus GSM*** memory. Enter **#019**, the unit will announce "***Load Message Defaults***" then press **#**.

2.6.2 AUDIO SETTINGS

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.

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.

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.

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.

2.6.3 HARDWIRED INPUTS & OUTPUT

Up to two hardwired input devices can be connected to the ***Reach Plus GSM*** using a special hardwired input lead – contact Tynetec's customer services for more information.

All input devices must have normally open clean contacts which close on alarm except PIR's which must have normally closed clean contacts which open on alarm.

A change-over clean contact relay output is available with a special hardwired I/O unit – contact Tynetec's customer services for more information. The relay can be activated from the control centre during a call. The DTMF tone used to activate the relay and the duration it remains latched is programmable.

Hardwired Input 1 – enter **#101**, the unit will announce "***Hardwired Input 1 – Trigger Type***"
Enter the device type (0 to 9) from the list below;

0	Not Assigned	**1**	Pullcord	**2**	Smoke Detector	**3**	PIR Detector	**4**	Door Contact
5	High Temp	**6**	Low Temp	**7**	Gas Detector	**8**	Heat Detector	**9**	CO Detector

The unit will announce "***Location Code***"
For units set on BS8521 protocol enter the 2 digit location code from the table below;
For units set on TT or BS7369 protocol press #.

00	Not Assigned	**13**	Living Area	**26**	Utility Room 2	**39**	Games Room	**52**	Garden Other
01	Local Unit	**14**	Dining Room 1	**27**	Entrance/Lobby	**40**	Common Room 1	**53**	Basement/Cellar
02	Hallway Down	**15**	Dining Room 2	**28**	Front Door 1	**41**	Common Room 2	**54**	Ground Floor
03	Hallway Up	**16**	Dining Area	**29**	Front Door 2	**42**	Lift 1	**55**	Bin Store
04	Stairs 1	**17**	Bathroom 1	**30**	Rear Door 1	**43**	Lift 2	**56**	Boiler Room
05	Stairs 2	**18**	Bathroom 2	**31**	Rear Door 2	**44**	Lift 3	**57**	Attic
06	Landing	**19**	WC/Toilet Up	**32**	Garage 1	**45**	Front Gate		
07	Bedroom 1	**20**	WC/Toilet Down	**33**	Garage 2	**46**	Rear Gate		
08	Bedroom 2	**21**	WC/Toilet Other	**34**	Workshop	**47**	Outbuilding		
09	Bedroom 3	**22**	Kitchen 1	**35**	Laundry Room 1	**48**	Shed	**96**	Heater
10	Bedroom 4	**23**	Kitchen 2	**36**	Laundry Room 2	**49**	Outbuilding/Shed	**97**	Cooker/Hob
11	Living Room 1	**24**	Kitchen Area	**37**	Office	**50**	Garden Front	**98**	Microwave
12	Living Room 2	**25**	Utility Room 1	**38**	Study	**51**	Garden Rear	**99**	Kettle

The unit will announce "***Message Number***"
Enter a recorded message number (01 to 16) or enter 00 if no message is required
The unit will announce "***Acknowledge***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) the **GREEN** O button can be pressed to silence the message, if set as 0 (No) the message will repeat for 60 seconds then stop.
The unit will announce "***Alarm***"
Enter 1# for Yes or 0# for No; if set as 1 (Yes) then an emergency call will be initiated when the input is activated, if set as 0 (No) then the alarm message will repeat for 60 seconds only.

Hardwired Input 2 – enter **#102** and follow the same procedure as above.

Hardwired Output – enter **#117**, the unit will announce "***Hardwired Output – DTMF Tone***"
Enter 2 digits for the DTMF tone (00 to 15) and the unit will announce "***Duration***"
Enter 2 digits for the time in seconds (01 to 99) you want the relay to remain latched followed by #.

2.6.4 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 or 2# for BS7369.

BS7369 Interval – if BS7369 protocol is selected you can change the data interval for use on different Mobile networks. Enter **#023**, the unit will announce "***BS7369 Interval Time***", enter the time required in mS as a 4 digit number (0001 to 9999) 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** ○ button) before the ***Reach Plus*** 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, etc. to 60 in 4 second intervals followed by **#**.

2.6.5 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 ARC telephone numbers 2, 3 & 4.
Enter a ✱ between digits to incur a pause in dialling.
To delete a telephone number; enter the Parameter Number followed by #.
For example to delete ARC3 enter #028#.

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 PR telephone numbers 6, 7 & 8.
If PR telephone numbers are used a "unit identity message" should be recorded – see section 2.3.8.

ARC1 to ARC4 Dial Attempts – the number of times each ARC telephone number will be dialled if it gets an engaged tone on the first attempt. Enter **#03826**, the unit will announce "***Telephone Number 1 Dial Attempts***", press 1 to 9 followed by **#**. Repeat for ARC telephone numbers 2, 3 & 4.

PR1 to PR4 Dial Attempts – the number of times each PR telephone number will be dialled if it gets an engaged tone on the first attempt. Enter **#03830**, the unit will announce "***Telephone Number 5 Dial Attempts***", press 1 to 9 followed by **#**. Repeat for PR telephone numbers 6, 7 & 8.

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#. The maximum number of digits in the dial sequence is 8. 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.

Alternative Dial Sequence – the order in which the 8 telephone numbers (4 ARC and 4 PR) are dialled during a preset time period each day. 1-4 represent the ARC numbers and 5-8 represent the PR numbers. Enter **#047**, the unit will announce "***Alternative Dial Sequence***", enter the alternative dial sequence (max 8) followed by **#**. The unit will announce "***Start Time***", enter the start time as 4 digits using the 24 hour clock format (e.g. 5PM is 1700) followed by **#**. The unit will announce "***Stop Time***", enter the stop time as 4 digits using the 24 hour clock format (e.g. 9AM is 0900) followed by **#**.

2.6.6 ACTIVITY MONITORING

The activity monitoring mode allows the ***Reach Plus GSM*** to monitor residents movement over 3 preset periods per day and automatically report an alarm at the end of each period if there has been no activity (or less activity than the preset minimum threshold). The activity threshold can range from 00 to 99 – this is the minimum number of PIR activations you would expect to see during the activity monitoring period.

Enable/Disable – a PIR 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.

Activity Period 1 Setup – set activity monitoring period 1 start time, threshold and stop time.
Enter **#0351**, the unit will announce "***Activity Monitoring Setup 1 – Start Time***"
Enter the start time as 4 digits using the 24 hour clock format (e.g. 7AM is 0700)
The unit will announce "***Threshold***"
Enter the threshold as a 2 digit number (00 to 99)
The unit will announce "***Stop Time***".
Enter the stop time as 4 digits using the 24 hour clock format (e.g. 10AM is 1000) followed by **#**.

Activity Period 2/3 Setup – enter **#0352/#0353** to set activity monitoring periods 2/3 and follow the same procedure as above.

Inactivity Reminder – if the inactivity reminder is enabled an "inactivity alarm" message will play at the end of the monitored period if no activity (or less than the preset threshold) has occurred. The user has 60 seconds to confirm activity by pressing the **GREEN** button once, if the button is not pressed an inactivity alarm will be reported. Enter **#071**, the unit will announce "***Inactivity Reminder***", press 0# to Disable or 1# to Enable.

Lone Worker Interval – if the lone worker interval is set the unit will start to beep after the preset time interval has elapsed. The user has 60 seconds to confirm they are OK by pressing the **GREEN** button once, if the button is not pressed an inactivity alarm will be reported. Enter **#072**, the unit will announce "***Lone Worker***", enter the interval as a single digit in hours (1 to 9) followed by # or enter 0# to disable the feature.

I'm OK Setup – if the I'm OK feature is set the unit will flash its **GREEN** button and sound a beep during a preset time period each day. During this period the user can press the **GREEN** button once to declare themselves "OK". If the button is not pressed an inactivity alarm will be reported after a random delay up to 1 hour after the end of the I'm OK period.
Note: the **GREEN** button will flash for the entire I'm OK period whereas the beep will only sound once every 5 minutes for the last 30 minutes then once a minute for the last 5 minutes of the period. Alternatively the **GREEN** button flash and/or audible beep can be turned off.

Enter **#073**, the unit will announce "***I'm OK Feature***", press 0# to disable or 1 to enable
If enabled the unit will announce "***Start Time***"
Enter the start time as 4 digits using the 24 hour clock format (e.g. 7AM is 0700)
The unit will announce "***Stop Time***"
Enter the stop time as 4 digits using the 24 hour clock format (e.g. 10AM is 1000)
The unit will announce "***Audible Alert***"
Press 1 for the unit to sound a beep for the last 30 minutes of the period or press 0 for no beep
The unit will announce "***Visual Alert***"
Press 1 for the **GREEN** button flash or 0 for no **GREEN** button flash followed by **#**.
The unit will announce "***Activity Monitoring***"
Press 1 if activation of mains usage monitors, door contacts, PIR's etc. want to be recognised as I'm OK or press 0 for no activity linked I'm OK, followed by **#**.

2.6.7 PERIODIC TEST

The ***Reach Plus GSM*** 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 also programmable. Note: the user will not know when a test call is being performed, the dial-out is silent and no speech is heard.

Periodic Test – set the interval between test calls and the time of day you want the call to be made.
Enter **#036**, the unit will announce "***Periodic Test – Interval***"
Enter 2 digits (01 to 99) for the interval between test calls in days
The unit will announce "***Time***"
Enter the test call time as 4 digits using the 24 hour clock format (e.g. 8PM is 2000) followed by **#**.

Note: do not set multiple ***Reach Plus GSM*** units with a periodic test call to the same control centre with the same interval and time. Try and choose a "quiet" time of the day to send the test call.
To disable a periodic test set the interval as **00**.

2.6.8 MESSAGES SET-UP

The internal microphone on the ***Reach Plus*** unit can be used to record a personal recipient message and up to 16 other general messages. Each message is limited to a maximum of 8 seconds duration.

It is important that a clear, preferably high pitched, voice is used at normal conversation level – do not shout. The message should be spoken clearly and deliberately so that it will be easily understood by the alarm recipient.

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 the unit will announce "***Ready***" when the record time has expired.

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 **#**.

Record General Messages 1 to 16 – allows up to 16 general messages to be recorded. These messages can be assigned to play when alarms are activated or as reminders for regular tasks.
Enter **#6101**, the unit will announce "***Record General Message 1***"
After the countdown of 3 beeps speak your message (max 8 secs)
Press **#** to end recording or the unit will announce "***Ready***" when the record time has expired
Enter **#6102** to **#6116** to record general messages 2 to 16.
Note: General Message slots 1 & 2 are allocated for "I'm OK Timeout Alert" and "Low Temperature Alert". If these features are not being used then these slots can be used for general messages.

Play General Messages 1 to 16 – allows the 16 general messages to be played-back.
Enter **#6201**, the unit will announce "***Play General Message 1***"
After the single beep your message will be heard
Enter **#6202** to **#6216** to play general messages 2 to 16.

2.6.8 MESSAGES SET-UP - CONTINUED

Reminder Setup 1 to 8 – allows up to 8 of the pre-recorded general messages to be assigned to play at the same time on a daily, weekly or monthly interval.

Enter **#091**, the unit will announce "***Reminder Setup 1 – Message Number***"
Enter 2 digits (01 to 16) for the message number and the unit will announce "***Time***"
Enter the time you want the reminder to play as 4 digits using 24 hour clock format (e.g. 9AM is 0900)
The unit will announce "***Interval***". You now have 3 options;
Enter **0** for the reminder to play every day
Enter **1** for the reminder to play once a week
Enter **2** for the reminder to play once a month (i.e. every 4 weeks)
If you enter **0** the unit will announce "***Acknowledge***"
If you enter **1** or **2** the unit will announce "***Day***"
Enter the day you want the reminder to play each week or month as a single digit (1 = Mon to 7 = Sun)
The unit will announce "***Acknowledge***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) the **GREEN** ○ button can be pressed to silence the reminder message, if set as 0 (No) the reminder will repeat for 60 seconds then stop.
The unit will announce "***Alarm***"
Enter 1# for Yes or 0# for No; if set as 1# (Yes) then an inactivity alarm will be reported after 60 seconds if the reminder is not acknowledged by pressing the **GREEN** ○ button.
If set as 0# (No) then the reminder message will repeat for 60 seconds only.
Enter **#092** to **#098** to setup reminders 2 to 8.

For example: to set a reminder every Tuesday for lunch club at 11:45AM, acknowledgement is required with an alarm call to the control centre if it is not acknowledged…

The message has been recorded by a family member in message number 2 slot
Enter **#091 02** (message slot 2) and the unit announces "***Time***"
Enter **1145** (11:45AM in the 24 hour format) and the unit announces "***Interval***"
Enter **1** (for weekly interval) and the unit announces "***Day***"
Enter **2** (for Tuesday) the unit announces "***Acknowledge***"
Enter **1** (for yes to require acknowledgement) and the unit announces "***Alarm***"
Enter **1** (for yes to alarm) then press **#** and the unit announces "***Ready***"
The reminder settings have been saved.

2.6.9 OPTIONS SET-UP

Safe Call Setup – 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 Plus*** 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.

Intruder Mode Setup – a PIR movement detector must be installed if intruder mode is being enabled.
Enter **#063**, the unit will announce "***Intruder Mode***"
Enter 0# to disable or 1 to enable; if you press 1 to enable the unit will announce "***Entry Time***"
Enter the entry time in seconds as 3 digits (000 to 999)
The unit will announce "***Exit Time***"
Enter the exit time in seconds as 3 digits (000 to 999) followed by **#**.

2.6.9 OPTIONS SET-UP - CONTINUED

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

Transmit Event to Data Collector – if enabled all events are transmitted on the ***Reach Plus*** data port for collection and analysis. Enter **#043**, the unit will announce "***Transmit Event to Data Collector***", press 0# to Disable or 1# to Enable.

2.6.10 RADIO DEVICE SET-UP

For ***Reach Plus GSM*** units set on 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.

00	Not Assigned	**13**	Living Area	**26**	Utility Room 2	**39**	Games Room	**52**	Garden Other
01	Local Unit	**14**	Dining Room 1	**27**	Entrance/Lobby	**40**	Common Room 1	**53**	Basement/Cellar
02	Hallway Down	**15**	Dining Room 2	**28**	Front Door 1	**41**	Common Room 2	**54**	Ground Floor
03	Hallway Up	**16**	Dining Area	**29**	Front Door 2	**42**	Lift 1	**55**	Bin Store
04	Stairs 1	**17**	Bathroom 1	**30**	Rear Door 1	**43**	Lift 2	**56**	Boiler Room
05	Stairs 2	**18**	Bathroom 2	**31**	Rear Door 2	**44**	Lift 3	**57**	Attic
06	Landing	**19**	WC/Toilet Up	**32**	Garage 1	**45**	Front Gate		
07	Bedroom 1	**20**	WC/Toilet Down	**33**	Garage 2	**46**	Rear Gate		
08	Bedroom 2	**21**	WC/Toilet Other	**34**	Workshop	**47**	Outbuilding		
09	Bedroom 3	**22**	Kitchen 1	**35**	Laundry Room 1	**48**	Shed	**96**	Heater
10	Bedroom 4	**23**	Kitchen 2	**36**	Laundry Room 2	**49**	Outbuilding/Shed	**97**	Cooker/Hob
11	Living Room 1	**24**	Kitchen Area	**37**	Office	**50**	Garden Front	**98**	Microwave
12	Living Room 2	**25**	Utility Room 1	**38**	Study	**51**	Garden Rear	**99**	Kettle

Note: personal pendants and fall detector device locations should be set as 00 "Not Assigned"

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 activity where it is difficult to auto-learn a device without accidently learning other neighbouring devices.
Enter **#040**, the unit will announce "***Learn Radio Device***"
Enter the 8 digit ID of the radio device followed by a 2 digit Location Code from the table above
The unit will announce "***Message Number***"
Enter a recorded message number (01 to 16) or enter 00 if no message is required
The unit will announce "***Acknowledge***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) the **GREEN** ○ button can be pressed to silence the alarm message, if set as 0 (No) the message will repeat for 60 seconds
The unit will announce "***Alarm***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) then an emergency call will be initiated when the input is activated, if set as 0 (No) then the alarm message will repeat for 60 seconds only
The unit will beep, enter another radio device code to be learned or press **#** to end.

Delete Radio Device – allows an individual radio device to be deleted from memory.
Enter **#041**, the unit will announce "***Delete Radio Device***"
Enter the 8 digit ID of the device to be deleted
The unit will beep, enter another radio device code to be deleted or press **#** to end.

2.6.10 RADIO DEVICE SET-UP - CONTINUED

Auto-Learn Radio Device – allows a radio device to be learned automatically and have its location code, acknowledge and alarm parameters assigned.
Enter **#050**, the unit will announce "***Learn Radio Device and Enter Location Code***"
Activate the radio device – the unit will announce "***Device Type – Enter Location Code***"
Enter a 2 digit location code from the table above
The unit will announce "***Message Number***"
Enter a recorded message number (01 to 16) or enter 00 if no message is required
The unit will announce "***Acknowledge***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) the **GREEN** ○ button can be pressed to silence the alarm message, if set as 0 (No) the message will repeat for 60 seconds
The unit will announce "***Alarm***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) then an emergency call will be initiated when the input is activated, if set as 0 (No) then the alarm message will repeat for 60 seconds only
The unit will beep, activate another radio device to be learned or press **#** to end.

Radio devices can be set to only activate alarm calls during preset times (activity windows) each day. If they are activated outside these time periods the event is logged in the ***Reach Plus*** *memory. Up to 3 activity windows can be set per device, they repeat every day and they can be set through midnight.*

Trigger Activity Window – allows a radio device to be learned automatically, have its location code, acknowledge & alarm parameters and activity windows assigned.
Enter **#051**, the unit will announce "***Learn Radio Device and Enter Location Code***"
Activate the radio device – the unit will announce "***Device Type – Enter Location Code***"
Enter a 2 digit location code from the table above
The unit will announce "***Message Number***"
Enter a recorded message number (01 to 16) or enter 00 if no message is required
The unit will announce "***Acknowledge***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) the **GREEN** ○ button can be pressed to silence the alarm message, if set as 0 (No) the message will repeat for 60 seconds
The unit will announce "***Alarm***"
Enter 1 for Yes or 0 for No; if set as 1 (Yes) then an emergency call will be initiated when the input is activated, if set as 0 (No) then the alarm message will repeat for 60 seconds only
The unit will announce "***Start Time 1***"
Enter start time 1 as 4 digits using the 24 hour clock format (e.g. 7AM is 0700)
The unit will announce "***Stop Time 1***"
Enter stop time 1 as 4 digits using the 24 hour clock format (e.g. 10AM is 1000)
The unit will announce "***Start Time 2***", enter start time 2 or if not required press **#** to exit.

Trigger Action – only relevant to Carer pendants (Tynetec Part No. ZXT607), this allows attendance times to be logged in local memory with an alarm call to the control centre or to be logged in local memory only. If a Carer pendant is learned via the **GREEN** ○ button you will get log only setup.
Enter **#050**, the unit will announce "***Learn Radio Device and Enter Location Code***"
Activate the Carer pendant and the unit will announce "***Trigger Action***"
Enter 0# for log only or 1# for dial and log.

2.6.10 RADIO DEVICE SET-UP - CONTINUED

Auto-Learn Second Pendant – for a second resident pendant, Enter **#052** and follow the same procedure as **#050** above. *Note: you can only have one second resident pendant, if another is learned the first will revert to a standard pendant. Second Pendants are only recognised by Control Centres using TT or BS8521 protocol.*

Auto-Learn Carer Response Radio Devices – if the ***Reach Plus GSM*** is being used in Carer Response mode then all radio devices must be assigned a residence number. Enter **#053** and follow the same procedure as **#050** above, an additional option is added at the end…

After the "***Alarm***" is set the unit will announce "***Residence Number***"
Enter a 2 digit residence number 00-99 followed by #.
The unit will beep, activate another radio device to be learned or press **#** to end.

2.6.11 BUTTONS AND LED SET-UP

The 3 push buttons, their illuminated halos and the tricolour status indicator light on the front of the ***Reach Plus*** unit can be individually enabled or disabled.

Enter **#064**, the unit will announce "***Program Red Button***", enter 0# to Disable or 1# to Enable.
Enter **#065**, the unit will announce "***Program Yellow Button***", enter 0# to Disable or 1# to Enable.
Enter **#066**, the unit will announce "***Program Green Button***", enter 0# to Disable or 1# to Enable.
Enter **#067**, the unit will announce "***Program Red LED***", enter 0# to Disable or 1# to Enable.
Enter **#068**, the unit will announce "***Program Tricolour LED***", enter 0# to Disable or 1# to Enable.
Enter **#069**, the unit will announce "***Program Yellow LED***", enter 0# to Disable or 1# to Enable.
Enter **#070**, the unit will announce "***Program Green LED***", enter 0# to Disable or 1# to Enable.

2.6.12 TIME & DATE SET-UP

The ***Reach Plus*** has a real time clock which must be set for all timed functions to operate correctly.

Set Time – allows the time to be set.
Enter **#044**, the unit will announce "***Set Time***"
Enter the time as 4 digits using the 24 hour clock format (e.g. 1:30PM is 1330) followed by #.

Set Date – allows the day/date/month/year to be set.
Enter **#045**, the unit will announce "***Set Date***"
Enter as 7 digits using the format;
Day (1 = Mon to 7 = Sun), Date (01 to 31), Month (01 to 12), Year (00 to 99) followed by #.
For example; Wednesday 25 January 2012 would be 3250112#.

BST Setup – if enabled the British Summer Time +/- 1 hour clock changes will be made automatically every March and October.
Enter **#046**, the unit will announce "***BST Setup***", enter 0# to Disable or 1# to Enable.

2.6.13 CHECK PARAMETERS

The ***Reach Plus GSM*** programming can be checked by entering parameter check codes, all settings for each parameter group will be announced.

Check Parameters – enter **#003**, the unit will announce "***Check Parameters***" followed by the unit ID, telephone numbers, protocol type, pendant ID (plus any other radio devices learned into the unit) and the software revision.

Check Audio Settings – enter **#080**, the unit will announce "***Check Audio Settings***" followed by all settings listed in section 2.6.2.

Check I/O Devices – enter **#081**, the unit will announce "***Check Hardwired Input & Output***" followed by all settings listed in section 2.6.3.

Check Activity Monitoring – enter **#082**, the unit will announce "***Check Activity Monitoring***" followed by all settings listed in section 2.6.6.

Check Periodic Test Call – enter **#083**, the unit will announce "***Check Periodic Test Call***" followed by all settings listed in section 2.6.7.

Check Reminders – enter **#084**, the unit will announce "***Check Reminders***" followed by all settings listed in section 2.6.8.

Check Optional Settings – enter **#085**, the unit will announce "***Check Optional Settings***" followed by all settings listed in section 2.6.9.

Check Time & Date – enter **#086**, the unit will announce "***Check Time & Date***" followed by all settings listed in section 2.6.12.

Check Trigger Window – enter **#087**, the unit will announce "***Check Trigger Window***" followed by all settings listed in section 2.6.10 (page 39).

Check GSM Settings – enter **#088**, the unit will announce "***GSM Setup***" followed by all settings listed in section 2.6.14 to 2.6.17.

2.6.14 GSM SETUP

For the ***Reach Plus GSM*** to operate over the Mobile Network the type of SIM card fitted, the password for SMS text programming, the Access Point Name, user ID and password must be programmed.

GSM Mode – check which type of SIM card you are fitting. Enter **#152**, the unit will announce "***GSM Setup***" press or 1# for Voice Only, 2# for Voice+iCare or 3# for iCare Only (No Voice). Press 0# to disable.

GSM Security Code – the 4 digit security code required to change settings via SMS text can be changed. The default security code is 7777. Enter **#160** and the unit will announce "**GSM Security Code**", enter a new 4 digit code followed by **#**.

APN (Access Point Name) – this is the name of the Network provider and can only be set via SMS text.

APN User ID – this is the ID used to access the Network and can only be set via SMS text.

APN Password – this is the password used to access the Network and can only be set via SMS text.

2.6.15 MOBILE TELEPHONE NUMBERS

The ***Reach Plus GSM*** can send SMS text messages to 9 different mobile telephone numbers. These are split into 3 groups; 4 Responders, 4 Carers and 1 Technical, they can only be programmed via SMS text.

All numbers programmed in the **Responder** slots will receive text messages that require immediate attention e.g. alarms. All numbers programmed in the **Carer** slots will receive information messages such as home or away status. The single **Technical** slot will receive technical messages such as programming acknowledgements, power failures, failed calls, etc.

For example; to program mobile telephone number 1 (parameter #161) to 07980123456 using the default security code 7777;

T	Y	N	E	T	E	C		7	7	7	7		#	1	6	1	0	7	9	8	0	1	2	3	4	5	6	#

Repeat using the same format for mobile numbers 2 to 9 using parameter codes #162 to #169.

SMS INFORMATION

REASON	DESCRIPTION	RECIPIENT
Mains Fail	Sent 15 minutes before alarm call	Technical
Mains Restored	Sent 15 minutes before alarm call	
Unit Battery Low	Sent before alarm call	
Pendant Battery Low	Sent before alarm call	
Sensor Battery Low	Sent before alarm call	
Audio Alarm Failure	If unit has attempted to dial ARC or PR but not connected	
Silent Alarm Failure		
Programming Ack	Confirmation of programming	
SMS Self Test	Unit will send a 'test' SMS	
Person Not Active	Programmable - sent after I'm ok window expires & no activity recorded	Responder
House is at Low Temp	Programmable - sent if temperature at house is detected below 10 degrees	
Alarm to Report	Programmable - Carer Response mode	
Person is Active	Programmable - sent after I'm ok window expires & activity is recorded	Responder and Carer
Person is Away	Programmable - sent if person puts unit into away mode	
Person is Home	Programmable - sent if person puts unit into home mode	

2.6.16 I-CARE SETUP

If the ***Reach Plus GSM*** is being used with Tynetec's iCare lifestyle monitoring software then an iCare Account ID along with the IP Address and Port Number of the Tynetec Server must be set.

iCare ID – iCare account number issued by Tynetec. Enter **#140**, the unit will announce "***GSM Data ID***", enter the 12 digit ID number followed by #.

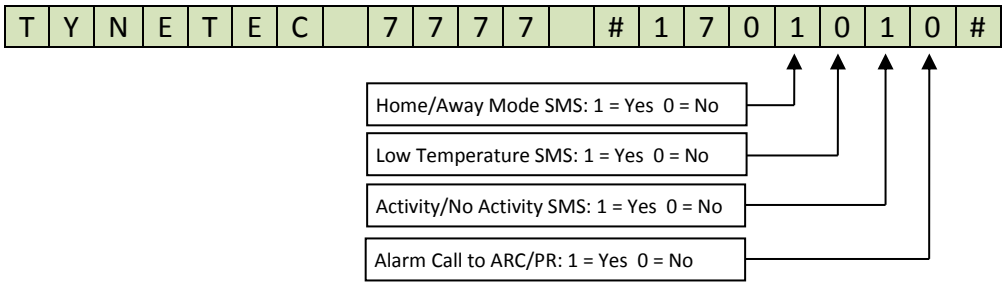
iCare IP Address – IP Address of the Tynetec Server. Enter **#150**, the unit will announce "***IP Address***", enter the full 12 digit number (padded with zero's) followed by #. *For example; IP Address 82.69.230.11 would be entered as 082069230011.*

iCare Port Number – Port Number of the Tynetec Server. Enter **#151**, the unit will announce "***Port Number***", enter the port number (max 6 digits) followed by #.

2.6.17 GSM ENHANCED I'M OK SETUP

If Activity Linked I'm OK is being used the option of sending SMS text messages for home/away mode, low temperature and activity/no activity can be set. The option of reporting inactivity to the Control Centre or Personal Recipient is also set here. These options can only be enabled/disabled via SMS text.

Enhanced I'm OK - text **#170** followed by a 4 digit code made up of 1's and 0's (where 1 = enabled and 0 = disabled) followed by #. Default is all enabled (1111).



Activity/No Activity SMS and Alarm Call to ARC/PR cannot both be disabled – if this is attempted then Alarm Call to ARC/PR will be re-enabled.

Temperature Monitoring - low temperature alerts can be sent via SMS text without being linked to I'm OK. This option can only be set via SMS text. Text **#171** followed by 1# to Enable or 0# to Disable.

2.6.18 CARER RESPONSE SETUP

If the ***Reach Plus GSM*** is being used in the Carer Response mode the option can be set to send an SMS text to Carers or Responders before the alarm is reported to the Control Centre (or Personal Recipient), or allowing an SMS text reply to cancel the alarm. If a text reply is enabled the time allowed for the reply must be set (0-9999 seconds), if this time is exceeded then the alarm will report to the ARC/PR.

SMS Sent Before Alarm – Enter **#175**, the unit will announce "***GSM Alarm***" press 1# to enable a SMS text message to Carers before the alarm is reported to the ARC/PR. Press 0# to disable.

SMS Ack to Cancel Alarm – to enable an "OK" SMS text reply to cancel the alarm. Enter **#176**, the unit will announce "***GSM Acknowledge Alarm***" press 1 followed by 4 digits for the time allowed in seconds for a text reply followed by #. e.g. for 60 seconds enter 10060#. Press 0# to disable.

Note: Telecare sensors must be learned using code #053 – see section 2.6.10 page 40.

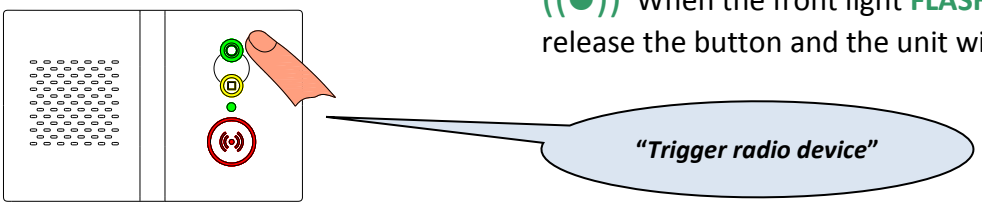
2.7 RADIO DEVICE LEARN MODE

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

	If the Control Centre requests that the Telecare devices have "Location Codes" or if you want to assign devices to trigger reminder messages instead of alarms etc. then they must be learned via the Keypad Programming Mode - see section 2.6.10.

If you DO NOT require location codes or other special functions then follow the instructions below;

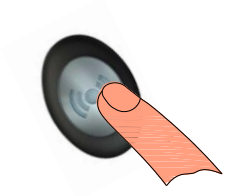
1. Press and HOLD the **GREEN** ○ button…



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

You now have 1 minute to activate any radio devices.

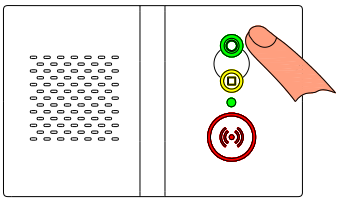
2. If you are learning an additional pendant press the button once…



The button will **FLASH RED ((•))** for several seconds and the ***Reach Plus GSM*** 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 Plus GSM*** will announce each device type.

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



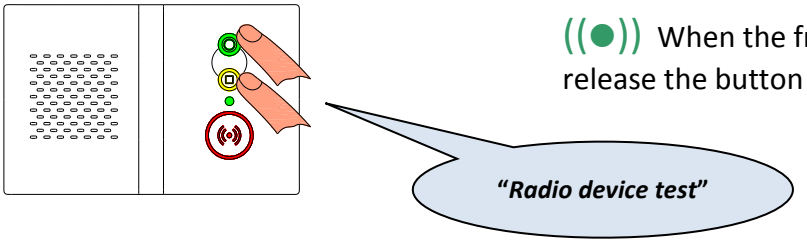
● The front light will go **STEADY GREEN** and the unit is back in normal operating mode.

4. See section 2.8 for how to test the radio devices.

2.8 RADIO DEVICE TEST MODE

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

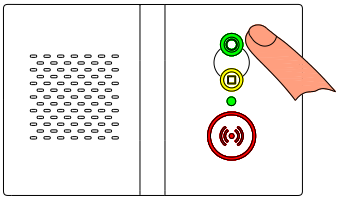
1. Press and HOLD the **GREEN** ○ and **YELLOW** □ buttons TOGETHER…



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

2. Go to all extremes of the dwelling and activate the pendant, the ***Reach Plus GSM*** 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.

NOTES

2.9 SPECIFICATION

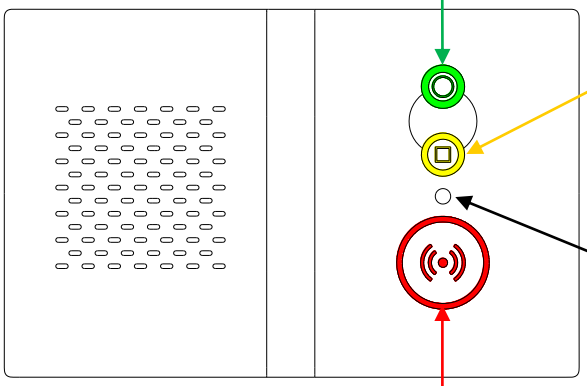
Power Supply	220-240V AC 50Hz <5 Watts
Power Lead	9V 1A SMPSU (3.5 metre lead) Model No. FAS090100-C24
GSM Base	Quad-Band 2G wireless module
SIM Card	2G Mini-SIM for attachment to the GSM network
GSM Antenna	230mm high with magnetic base, 3 metre cable & SMA plug
Battery Standby	Daily self-test, min 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)
Real Time Clock	Automatic British Summer Time +/- 1 hour adjustments
Telecare Data Log	12 month/10,000 event log stored in internal NV memory
Pendant Answer	Incoming calls – speakerphone mode
Alarm Cancel	From base unit (programmable 0-60 seconds)
Self-Test Option	Periodic silent test call (programmable 1-99 days)
Mains Fail Report	Audible alarm, random dial-out between 1-4 hours
Network Fault Report	Audible alarm
Reminder Function	8 daily/weekly/monthly reminders
Message Function	16 user recordable messages can be assigned to alarms/reminders
Activity Mode	3 activity monitoring periods/day with 0-99 threshold (PIR required)
Inactivity Alert	Optional 60 second inactivity pre-alarm alert
I'm OK Mode	Daily visual/audible alert period for users to respond "I'm OK"
Away Mode	Temporarily disables activity monitoring and I'm OK mode
Lone Worker Mode	1 to 9 hour time interval with 1 minute to respond
Low Temp Alert	3 temperature monitoring periods/day, SMS alert below 10^{o}C
Intruder Mode	Programmable 0-999 second entry/exit time (PIR required)
Carer Alert Mode	For local care environments – up to 32 residents per unit
PIR Option	For activity monitoring or intruder modes
Radio Devices	Compatible with 169MHz Altec radio devices – max 32
Hardwired I/O	2 N/O inputs (PIR's N/C) + 1 C/O relay output
Unit Identity	Up to 12 digit ID or 8 second voice message for personal recipients
Protocol Types	TT, BS8521 and BS7369
Dimensions	120 x 187 x 75 mm (height x width x depth) inc stand
Weight	808 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

GREEN ○ CANCEL BUTTON
Used to **CANCEL** an emergency call
or **SILENCE** a fault/reminder message
or register **I'M OK** every day



YELLOW □ FUNCTION BUTTON
Used to select **HOME** or **AWAY** mode
for activity monitoring & I'm OK
or in conjunction with a Carer pendant
to register a **CARER VISIT**

FRONT STATUS LIGHT
Steady Green = Normal
Flashing Green = Away Mode
Flashing Fast Green = Program Mode
Steady Red = Emergency Call
Flashing Red = Telephone Call
Steady Amber = Intruder Mode
Flashing Amber = Fault
Flashing Red Green = Data Download

RED ((•)) EMERGENCY BUTTON
Used to make an **EMERGENCY** alarm call

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)

tynetec
Trusted Technology. Caring for People

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