

# *Reach Plus*

*At-Home Alarm Unit*



# *Touch*

*Personal Pendant*

## **USER & INSTALLATION GUIDE**

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## 1.1 IMPORTANT INFORMATION



The users telephone **MUST BE** connected to the **Reach Plus** ■ TEL socket – a double adapter on the incoming line must not be used.

If the user has extension telephones care should be taken to ensure that these are also connected via the **Reach Plus** ■ TEL socket.

Failure to connect the users telephones as described above may cause difficulties with alarm calls – if in doubt seek advice.



If the user has a DECT telephone the base station **MUST BE** at least 2 metres away from the **Reach Plus**.

Failure to provide this separation may result in reduced range of personal pendants or other radio devices.



REN 1

All telephone equipment has a **Ringer Equivalence Number** (REN) which is used to calculate the number of items that can be connected to a single telephone line.

A REN of 4 is the maximum allowed on a standard UK telephone line - the **Reach Plus** has a REN of 1

If the REN total of all equipment connected to a telephone line exceeds 4 the equipment may not operate correctly. With different types of equipment there is no guarantee of correct operation even if the REN is less than 4. Typically 1 or 2 standard telephones (REN 1) can be used with the **Reach Plus**.



Avoid using strong detergents or polish when cleaning the **Reach Plus** unit or **Touch** pendant.

Wipe clean with a damp cloth and polish with a dry duster.

## 1.2 UNPACKING THE REACH PLUS AT-HOME ALARM

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



Reach Plus At-Home Alarm



Touch Pendant



Wearing Kit



Power Lead



Telecom Lead



Connector Cover



Stand/Cover Screw



Stand

## 1.3 THE TOUCH PERSONAL PENDANT

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



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

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

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

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



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

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

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

### **Making an Emergency Call...**



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

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

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



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

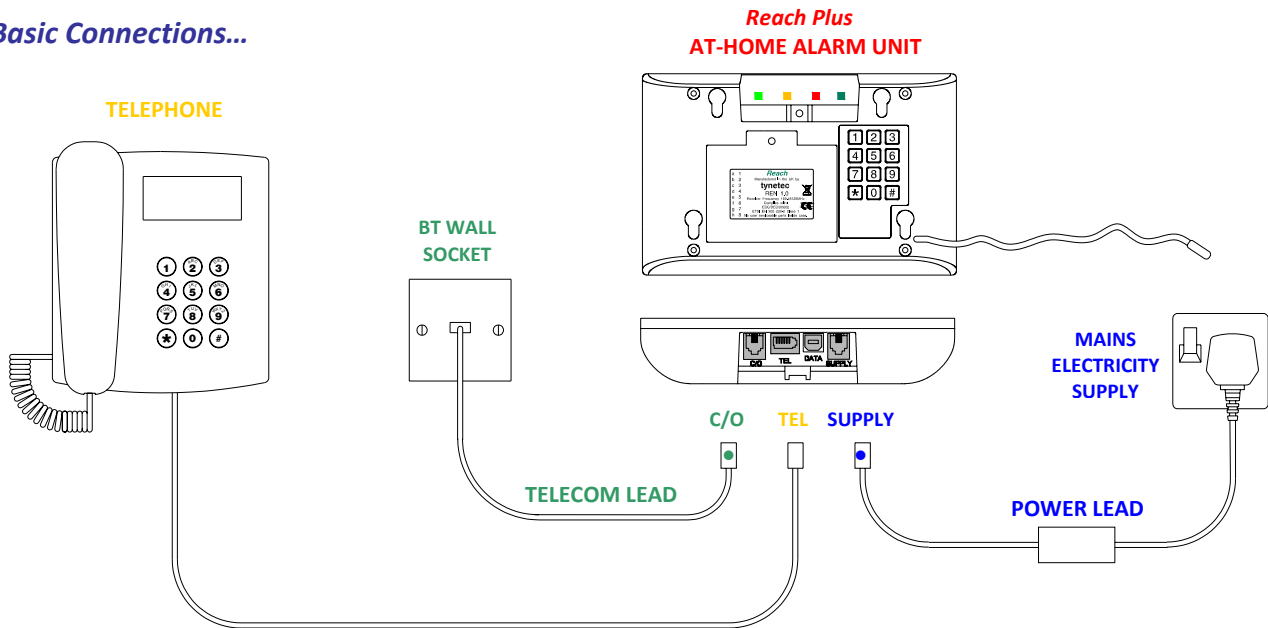
The battery condition is checked every day, if the voltage falls and stays below a preset level for 7 consecutive days a “low battery” call will automatically be sent to the Control Centre.

Pendants must be returned to Tynetec for battery replacement.

## 1.4 CONNECTING THE REACH PLUS AT-HOME ALARM

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

### Basic Connections...



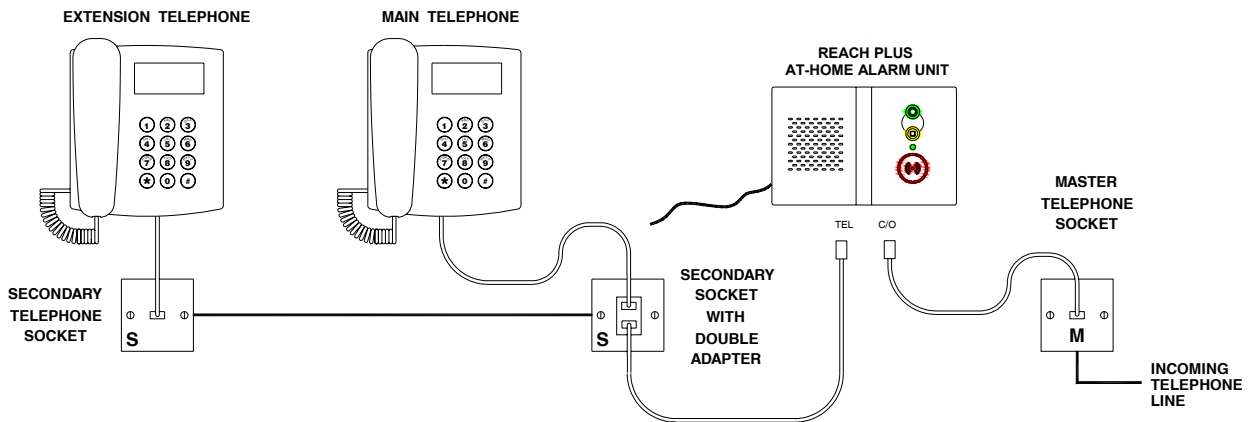
The Reach Plus will usually be table mounted within 3metres of a mains supply and the master telephone socket. If extension cables are used care should be taken to ensure that no one can trip over the leads.

### Installation Procedure...

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

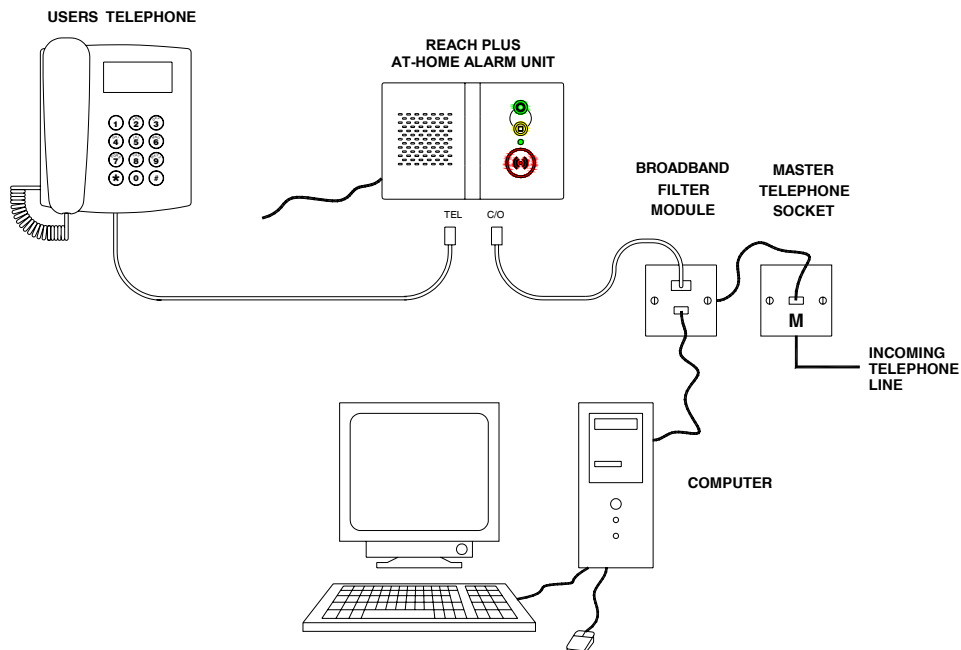
## 1.5 REACH PLUS AND EXTENSION TELEPHONES

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



## 1.6 REACH PLUS AND BROADBAND

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



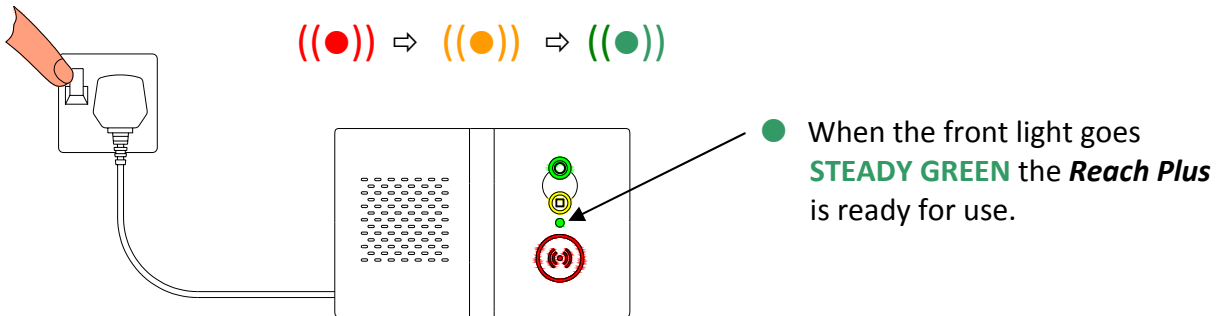
The **Reach Plus** and the computer are connected to the filter module. The users telephone is plugged into the **Reach Plus** TEL socket. If extension telephones are fitted they should be connected as shown in section 1.5 above.



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

## 1.7 SWITCHING THE REACH PLUS AT-HOME ALARM ON

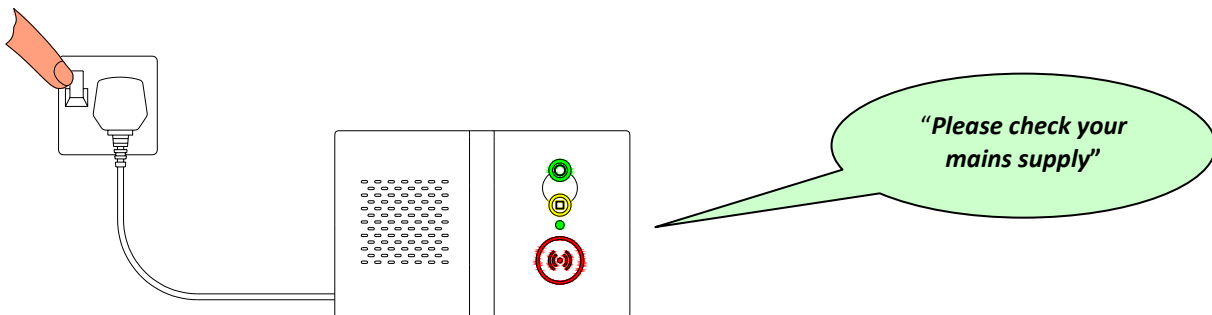
Connect the power lead and switch the mains supply on, the front light will flash **RED/AMBER/GREEN** for about 12 seconds...



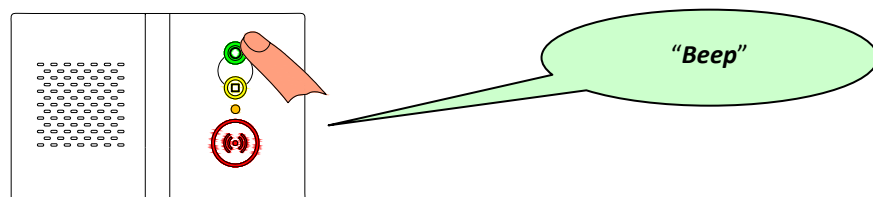
## 1.8 SWITCHING THE REACH PLUS AT-HOME ALARM OFF

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

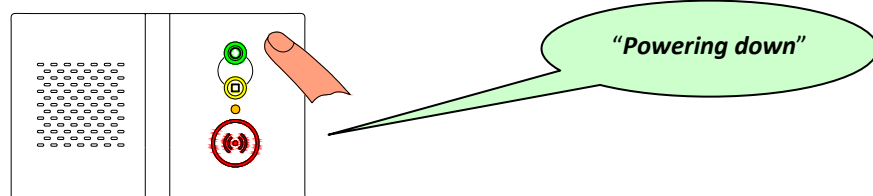
1. Turn the mains supply off and wait for the unit to announce...



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



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



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

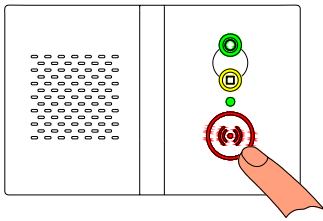


The telephone plugged into the Reach Plus will still operate when the unit is switched off.

## 1.9 MAKING AN EMERGENCY CALL

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

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

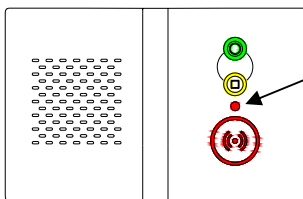


OR



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

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

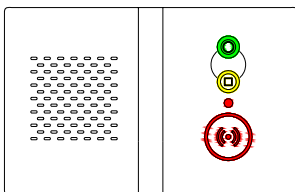


● The front light will go **STEADY RED** and the unit will announce...

*"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**.



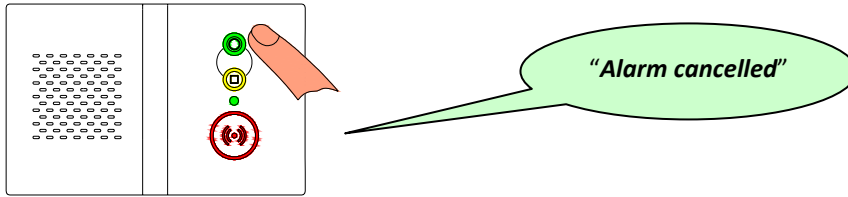
If the operator cannot hear the caller they will still know where the call is coming from.

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

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

## 1.10 ACCIDENTAL CALLS

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



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

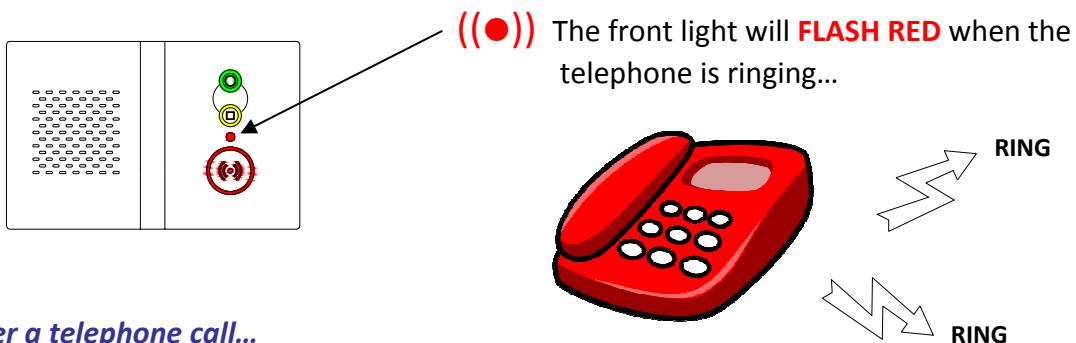


Advise the user not to worry if they don't manage to cancel an accidental call – when the control centre answers they just need to say the call was made accidentally.

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

## 1.11 ANSWERING AN INCOMING TELEPHONE CALL

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



**To answer a telephone call...**



Press the **Touch** pendant.

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

**To end a telephone call...**



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

## 1.12 USING THE PERSONAL RECIPIENT MODE

The **Reach Plus** can be set to dial up to 4 different personal recipients (e.g. relatives or friends).  
The personal recipient telephone numbers (PR1-PR4) must be programmed – see section 2.3.5  
A personal recipient message must be recorded – see section 2.3.8

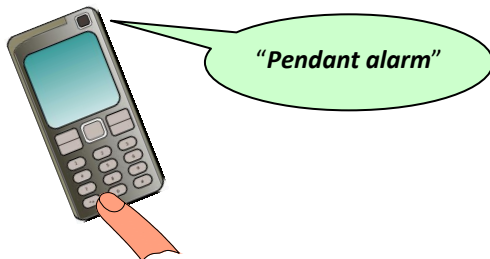
### To answer a personal recipient call...



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

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

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



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

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

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

You can now have a conversation with the caller.



Speak to the caller, stop speaking to listen.

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

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

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

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

If the volume needs adjusting;

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

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

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

### To end a personal recipient call...



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

If the call is cut-off without pressing **#** the **Reach Plus** 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.  
The sequence in which the numbers are dialled can be set - see section 2.3.5 for details.

## 1.13 USING THE ACTIVITY MONITORING MODE

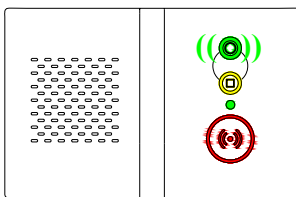
Optional PIR movement detectors can be installed in the home to monitor if the resident is “up and about” each day.

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** should be put into “Away Mode” to prevent inactivity calls being sent to the control centre. See section 1.15 for how to use the Away Mode.



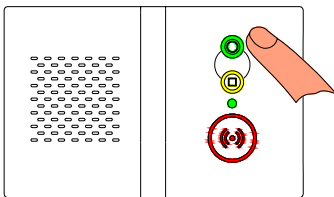
*If no movement is detected the unit will announce...*



“Inactivity alarm”

((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 the programming of the Reach Plus 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 2.3.6 for details.

## 1.14 USING THE I'M OK MODE

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

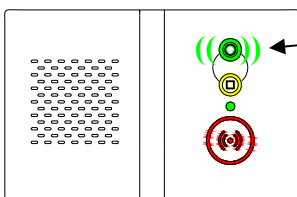
If the resident is “up and about” and feeling “OK” they can press the **GREEN**  button to stop the alert.


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** should be put into “Away Mode” to prevent inactivity calls being sent to the control centre. See section 1.15 for how to use the Away Mode.

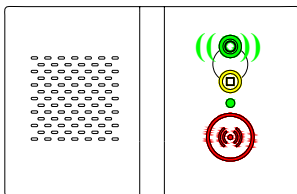


### During the I'm OK period...




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

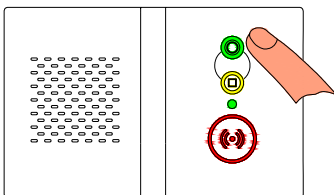
During the last **30 minutes** of the I'm OK period...





**“...Beep”**

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.

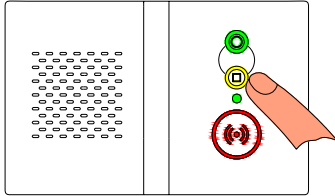


I'm OK mode must be enabled and the start/stop times must be set during the programming of the Reach Plus unit. The flashing light and/or audible beep can be disabled - see section 2.3.6 for details.

## 1.15 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...



"Away"


 The front light will **FLASH GREEN**

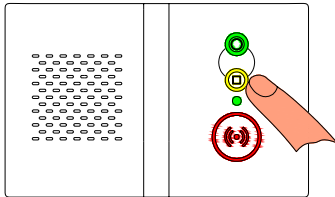


The unit is now in **Away Mode** – activity monitoring and I'm OK mode is turned off.



**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...



"Home"


 The front light will go **STEADY GREEN**

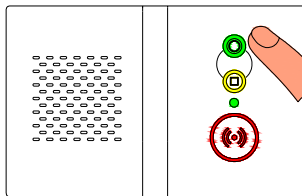
The unit is now back in **Normal Mode** – activity monitoring and I'm OK mode is working again.

## 1.16 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.

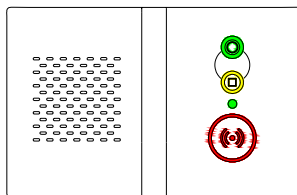


1. Press the **GREEN**  button and the unit will announce...




"Intruder mode  
...Ready"

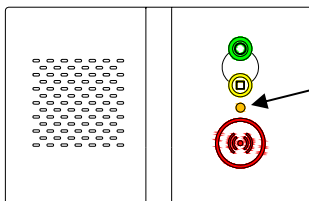
2. Press the **TOUCH PENDANT** within 20 seconds and the unit will announce...



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

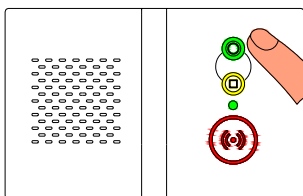
3. You now have 30<sup>†</sup> seconds to leave the building.  
*Note: you can cancel intruder mode during this period by pressing the **GREEN**  button.*

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<sup>†</sup> seconds to disable the intruder mode.

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



then..



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

"Intruder mode disabled"

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



Intruder mode must be enabled during the programming of the Reach Plus unit. The default 30<sup>†</sup> seconds entry/exit time can be changed - see section 2.3.9 for details.

## 1.17 USING THE REMINDER MODE

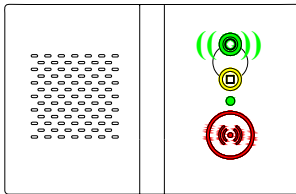
The **Reach Plus** can be set to play a reminder message at the same time every day, once a week or once a month.

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.



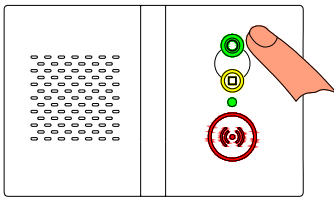
*When it's time a reminder message will play...*





*"Don't forget to take your pills this morning"*

**((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 the programming of the Reach Plus unit - see section 2.3.8 for details.

## 1.18 USING THE DOOR MONITORING MODE

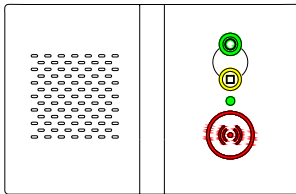
If optional door contacts are fitted the **Reach Plus** can be set to play a message and/or raise an alarm when an entrance door is opened.

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



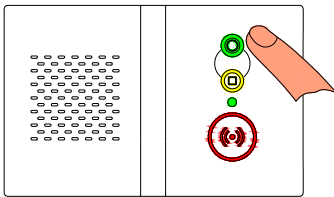
*If the entrance door is opened during a monitored period...*




*"The front door is open"*

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

Press the **GREEN**  button once...



The message will be silenced.

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




Messages must be recorded (see section 2.3.8) and the door contact must setup during the programming of the Reach Plus unit - see section 2.3.10 for details.

## 1.19 USING THE LONE WORKER MODE

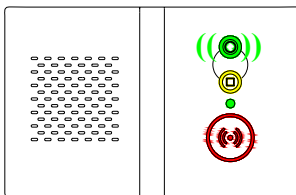
The **Reach Plus** can be set to sound an alert after a preset time interval has elapsed.

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.



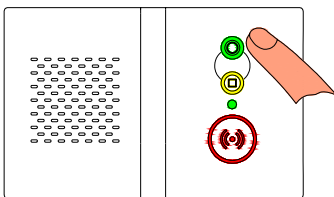
*At the end of the Lone Worker interval...*




"Beep-Beep-Beep.."

**((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.

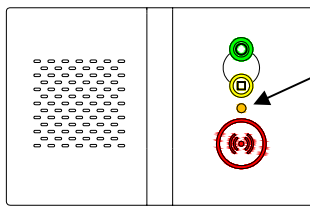
Failure to press the **GREEN**  button during the 60 second period when the unit is beeping will send an inactivity alarm call to the control centre.



The Lone Worker interval (0 to 9 hours) must be set during the programming of the Reach Plus unit - see section 2.3.6 for details.

## 1.20 MAINS POWER FAILURE ALERT

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

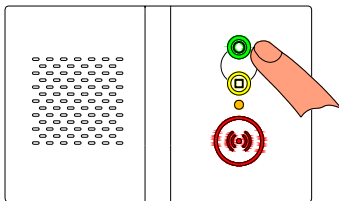


((●)) The front light will **FLASH AMBER** and the unit will announce...

"Please check your mains supply"



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

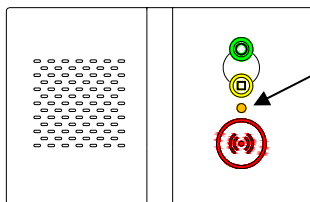


Press the **GREEN** button to **SILENCE** the message

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

## 1.21 TELEPHONE LINE FAILURE ALERT

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

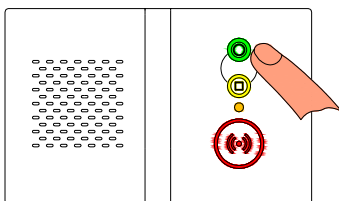


((●)) The front light will **FLASH AMBER** and the unit will announce...

"Please check your telephone line"



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



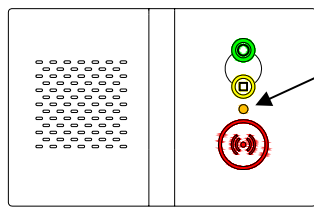
Press the **GREEN** button to **SILENCE** the message



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

## 1.22 BATTERY FAILURE ALERT

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



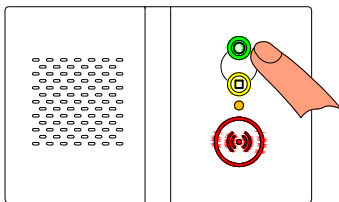
((●)) The front light will **FLASH AMBER** and the unit will announce...



"Back-up battery low"

This message will repeat 3 times every 4 hours until the battery is replaced.

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



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

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

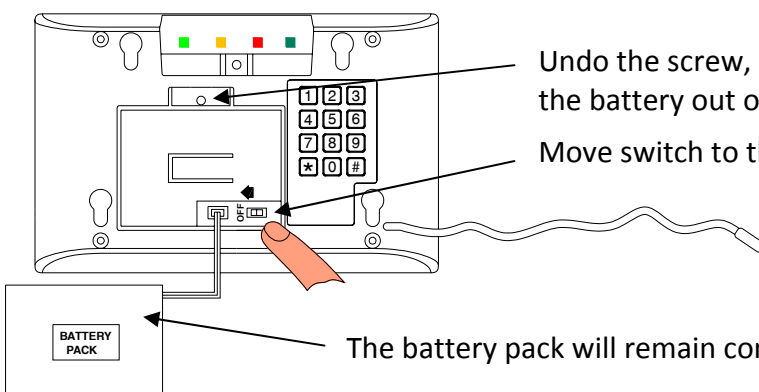


In normal use the battery should not need replacing for between 3 to 5 years. The replacement battery must be identical to that originally fitted and should only be changed by a competent person.  
Replacement battery: Tynetec Part No. F00141

## 1.23 ON/OFF SWITCH

The **Reach Plus** can be switched off if it is not going to be used for a prolonged period.

Remove the stand (if fitted) to access the battery cover on the rear.



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

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

The battery pack will remain connected on a short wire.

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

## 2.1 QUICK START GUIDE

This Quick Start Guide takes you through the most basic set-up possible when installing a **Reach Plus**. This assumes the **Reach Plus** will be dialling a control centre (not a personal recipient) and all other settings are factory default.

### Connecting the Reach Plus...

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

### Power-up and Enter Program Mode...

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

### Setting the Unit ID Number...

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

### Setting the Telephone Number...

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

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

### Setting the Protocol Type...

1. Enter # **0 2 2** and the unit will announce "**Protocol Type**".
2. Enter **0 #** for TT or **1 #** for BS8521 or **2#** for BS7369.
3. The unit will announce "**Ready**".

### Setting the Time & Date...

1. Enter # **0 4 4** and the unit will announce "**Set Time**".
2. Enter the time as 4 digits using the 24 hour clock format (e.g. 1:30PM is 1330) followed by #.
3. Enter # **0 4 5** and the unit will announce "**Set Date**".
4. Enter the date 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#.
5. Enter # **0 8 6** and the unit will announce "**Check Time & Date**" followed by the time & date settings.

### Exit Program Mode...

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

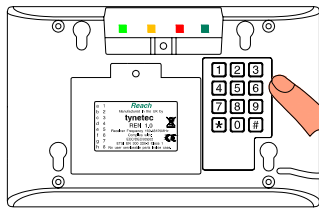
### Perform a Test Call...

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

## 2.2 PROGRAMMING MODE

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

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



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

"Program mode ...Ready"

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

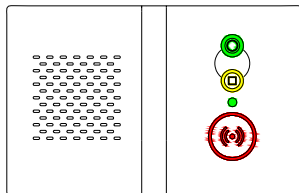
After programming a parameter you can press the **1** key to confirm what you entered.

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

### 2.2.1 SETTING THE UNIT ID NUMBER

The unit ID is a unique number issued by the control centre to identify the resident (max 12 digits).

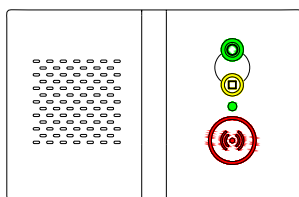
**Press # 0 2 4 and the unit will announce...**



"Unit ID"

Enter the unit ID number then press #

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



"Ready"

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

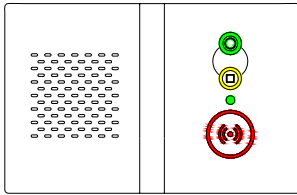


If the unit announces "**Incorrect Entry**" check what you are entering and re-try.

## 2.2.2 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...**

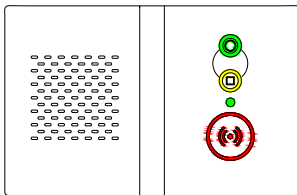


**"Telephone number 1"**

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"**

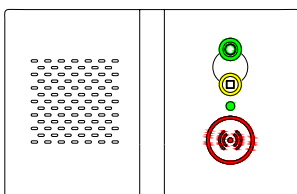
Whenever the unit announces **"Ready"** it's OK to proceed and program another parameter.

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

## 2.2.3 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 or

Enter **1#** for BS8521 or

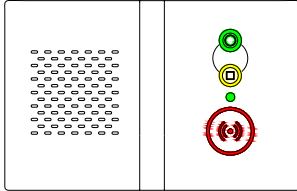
Enter **2#** for BS7369

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

## 2.2.4 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...**

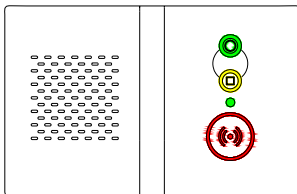


**"Set Time"**

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;

1<sup>st</sup> Digit = Day (1 = Mon to 7 = Sun)

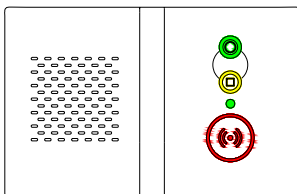
2<sup>nd</sup> & 3<sup>rd</sup> Digit = Date (01 to 31)

4<sup>th</sup> & 5<sup>th</sup> Digit = Month (01 to 12)

6<sup>th</sup> & 7<sup>th</sup> 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...**



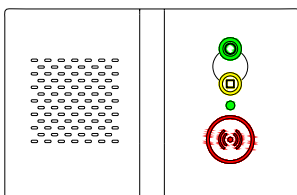
**"Check Time & Date"**

Followed by the time & date settings;

**"Time is 11 hours 29 minutes  
Date is 03 05 12"**

## 2.2.5 EXIT PROGRAMMING MODE

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



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

**"Beep - Beep"**

The unit is now back in normal operating mode.

## 2.3 PROGRAMMING PARAMETERS LIST

Menu Group	Parameter	Enter Parameter No.	Enter the following data...	Default Setting	See Section
Load Defaults	Load Defaults	#000	Enter the required default parameter followed by #	N/A	2.3.1
	Load System Defaults	#001		N/A	
	Load Radio Defaults	#002		N/A	
	Load Log Defaults	#018		N/A	
	Load Message Defaults	#019		N/A	
Audio Settings	Siren Volume	#005	Enter 0 to 5 followed by # 0# = off, 5# = max volume	Level 3	2.3.2
	Audio Volume	#006		Level 3	
	Ring Volume	#007		Off	
	Audio Mode	#008	0# = Simplex or 1# = Half Duplex	Half Duplex	
	Mains Disconnection Alert	#009	0# = Disable or 1# = Enable	Enabled	
	Assurance Tone	#010		Enabled	
	Telephone Line Fail Alert	#011		Enabled	
Hardwired I/O	Hardwired Input 1	#101		Enter hardwired input device type followed by; location, message, acknowledge and alarm options.	None
	Hardwired Input 2	#102	None		
	Hardwired Input 3	#103	None		
	Hardwired Input 4	#104	None		
	Hardwired Output 1	#117	None		
Identity Settings	Protocol Type	#022	0# = TT 1# = BS8521 2# = BS7369	TT	2.3.4
	BS7369 Interval	#023	Enter delay in mS followed by #	0600	
	Unit ID (max 12 digits)	#024	Enter the unit ID followed by #	995	
	Pre-Alarm Delay (in 4 sec steps)	#025	00# no delay to 60# max	4 Seconds	
Telephone Numbers	Tel No. 1 (ARC1)	#026	Enter the Control Centre Tel No. (max 16 digits) followed by #	None	2.3.5
	Tel No. 2 (ARC2)	#027		None	
	Tel No. 3 (ARC3)	#028		None	
	Tel No. 4 (ARC4)	#029		None	
	Tel No. 5 (PR1)	#030	Enter the Personal Recipient Tel No. (max 16 digits) followed by #	None	
	Tel No. 6 (PR2)	#031		None	
	Tel No. 7 (PR3)	#032		None	
	Tel No. 8 (PR4)	#033		None	
	Tel No. 1 (ARC1) Dial Attempts	#03826	Enter the number of dial attempts (1 to 9) at each ARC number followed by #	4	
	Tel No. 2 (ARC2) Dial Attempts	#03827		4	
	Tel No. 3 (ARC3) Dial Attempts	#03828		4	
	Tel No. 4 (ARC4) Dial Attempts	#03829		4	
	Tel No. 5 (PR1) Dial Attempts	#03830	Enter the number of dial attempts (1 to 9) at each PR number followed by #	4	
	Tel No. 6 (PR2) Dial Attempts	#03831		4	
	Tel No. 7 (PR3) Dial Attempts	#03832		4	
	Tel No. 8 (PR4) Dial Attempts	#03833		4	
	Dial Sequence	#037	Enter the telephone number dial sequence followed by # (8 digits)	None	
Alternative Dial Sequence	#047	As above followed by start/stop time	None		
Activity Monitoring	Enable/Disable	#034	0# = Disable or 1# = Enable	Disabled	2.3.6
	Activity Period 1 Setup	#0351	Enter start time, threshold (00 to 99), stop time, followed by # Start/stop time = 4 digits (24hr)	None	
	Activity Period 2 Setup	#0352		None	
	Activity Period 3 Setup	#0353		None	
	Inactivity Reminder	#071	0# = Disable or 1# = Enable	Disabled	
	Lone Worker Interval	#072	0-9 hours then # (0=Disabled)	Disabled	
	I'm OK Setup	#073	1 = Enable, start/stop time, set alerts	Disabled	
Periodic Test	Test Call Interval & Time	#036	Interval in days 00 to 99 (0=Disabled) Test time = 4 digits (24hr) then #	Disabled	2.3.7
Messages Setup	Record ID Message	#060	Record PR message (8 secs max)	N/A	2.3.8
	Play ID Message	#061	Listen to PR message	N/A	
	Delete ID Message	#062	Press # to delete PR message	N/A	
	Record General Message 1-16	#61 (01 to 16)	Record messages 1-16 (8 secs max)	N/A	
	Play General Message 1-16	#62 (01 to 16)	Listen to messages 1-16	N/A	
	Reminder Setup 1	#091	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		None	
	Reminder Setup 3	#093		None	
	Reminder Setup 4	#094		None	
	Reminder Setup 5	#095		None	
	Reminder Setup 6	#096		None	
	Reminder Setup 7	#097		None	
	Reminder Setup 8	#098		None	

## 2.3 PROGRAMMING PARAMETERS LIST - CONTINUED

Menu Group	Parameter	Enter Parameter No.	Enter the following data...	Default Setting	See Section
Optional Settings	GSM Mode	#004	0# = Disable or 1# = Enable	Disabled	2.3.9
	Safe Call Setup	#039	0# = Disable or 1# = Enable	Disabled	
	Intruder Mode Setup	#063	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	0# = Disable or 1# = Enable	Disabled	
	Change Security Code	#125	Enter new 4 digit code followed by #	1670	
Radio Device Setup	Manual Learn Radio Device	#040	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	2.3.10
	Delete Radio Device	#041	Enter 8 digit ID followed by #	N/A	
	Auto-Learn Radio Device	#050	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	Activate device, 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	
Buttons & LED Setup	Red Emergency Button	#064	0# = Disable or 1# = Enable	Enabled	2.3.11
	Yellow Function Button	#065	0# = Disable or 1# = Enable	Enabled	
	Green Cancel Button	#066	0# = Disable or 1# = Enable	Enabled	
	Red Emergency Button LED	#067	0# = Disable or 1# = Enable	Enabled	
	Tri-Colour Status LED	#068	0# = Disable or 1# = Enable	Enabled	
	Yellow Function Button LED	#069	0# = Disable or 1# = Enable	Disabled	
	Green Cancel Button LED	#070	0# = Disable or 1# = Enable	Disabled	
Time & Date Setup	Set Time	#044	Enter 4 digit time (24hr) then #	00:00	2.3.12
	Set Day/Date/Month/Year	#045	Enter day (1=Mon) then enter date, month, year (DDMMYY) then #	1/01/01/00	
	BST Setup	#046	0# = Disable or 1# = Enable	Enabled	
Check Parameters	Check Parameters	#003	Listen to unit ID, Tel No, protocol etc.	N/A	2.3.13
	Check Audio Settings	#080	Listen to audio settings	N/A	
	Check I/O Devices	#081	Listen to I/O devices settings	N/A	
	Check Activity Monitoring	#082	Listen to activity monitoring settings	N/A	
	Check Periodic Test Call	#083	Listen to periodic test call settings	N/A	
	Check Reminders	#084	Listen to reminders settings	N/A	
	Check Options Setup	#085	Listen to options settings	N/A	
	Check Time & Date	#086	Listen to time & date settings	N/A	
Check Trigger Window	#087	Listen to trigger window settings	N/A		

## 2.3.1 LOAD DEFAULTS

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

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

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

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

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

## 2.3.2 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.

## 2.3.3 HARDWIRED INPUTS & OUTPUT

Up to four hardwired input devices can be connected to the **Reach Plus** using the optional hardwired input lead (Tynetec Part No. ZSA555) or hardwired I/O unit (Tynetec Part No. ZSA556).



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 the optional hardwired I/O unit (Tynetec Part No. ZSA556). 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.

Both the hardwired input lead and the hardwired I/O unit plug into **Reach Plus DATA** socket.

**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 Inputs 2/3/4** – enter **#102/#103/#104** for hardwired inputs 2/3/4 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 #.

## 2.3.4 IDENTITY SETTINGS

**Protocol Type** – check with the control centre which protocol type they use. Enter **#022**, the unit will announce **“Protocol Type”** press 0# for TT or 1# for BS8521 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 O** 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 #.

## 2.3.5 TELEPHONE NUMBERS

**ARC1 to ARC4** – these are the Alarm Receiving Centre (control centre) telephone numbers. Enter **#026**, the unit will announce **“Telephone Number 1”**, enter the telephone number (max 16 digits) followed by #. Repeat for 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 #.

## 2.3.6 ACTIVITY MONITORING

The activity monitoring mode allows the **Reach Plus** 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 #.

### 2.3.7 PERIODIC TEST

The **Reach Plus** 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** 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**.

### 2.3.8 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.

**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.

## 2.3.8 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 O** 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 O** 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.

## 2.3.9 OPTIONS SET-UP

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

Enter **#004**, press 0# to Disable or 1# to Enable.

**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.

## 2.3.9 OPTIONS SET-UP - CONTINUED

**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 #.

**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.

## 2.3.10 RADIO DEVICE SET-UP

For **Reach Plus** 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 accidentally 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.

## 2.3.10 RADIO DEVICE SET-UP - CONTINUED

**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.

**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 O** 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 O** 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 O** button you will get log and alarm 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 and alarm or 1# for log only.

### 2.3.11 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.

### 2.3.12 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.

### 2.3.13 CHECK PARAMETERS

The **Reach Plus** 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 2.3.2.

**Check I/O Devices** – enter **#081**, the unit will announce "**Check Hardwired Input & Output**" followed by all settings listed in section 2.3.3.

**Check Activity Monitoring** – enter **#082**, the unit will announce "**Check Activity Monitoring**" followed by all settings listed in section 2.3.6.

**Check Periodic Test Call** – enter **#083**, the unit will announce "**Check Periodic Test Call**" followed by all settings listed in section 2.3.7.

### 2.3.13 CHECK PARAMETERS - CONTINUED

**Check Reminders** – enter #084, the unit will announce “*Check Reminders*” followed by all settings listed in section 2.3.8.

**Check Optional Settings** – enter #085, the unit will announce “*Check Optional Settings*” followed by all settings listed in section 2.3.9.

**Check Time & Date** – enter #086, the unit will announce “*Check Time & Date*” followed by all settings listed in section 2.3.12.

**Check Trigger Window** – enter #087, the unit will announce “*Check Trigger Window*” followed by all settings listed in section 2.3.10 (page 33).

## 2.4 PROGRAMMING VIA THE CONTROL CENTRE

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

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

Follow either of the methods below;

### 2.4.1 BY RINGING INTO THE CONTROL CENTRE

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

### 2.4.2 BY THE CONTROL CENTRE RINGING THE USER

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


## 2.5 RADIO DEVICE LEARN MODE

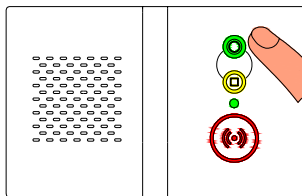
The **Touch** pendant is pre-learned in the factory, any additional pendants or other Telecare radio devices must be learned into the **Reach Plus** before they can be used.



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 Programming Mode - see section 2.3.10.

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...

"Trigger radio device"


You now have 1 minute to activate any radio devices.

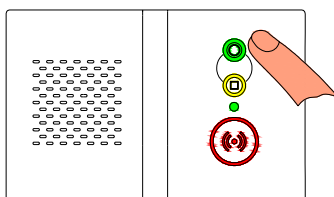
2. If you are learning an additional pendant press the button once...



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

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



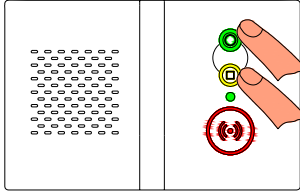
● The front light will go **STEADY GREEN** and the unit is back in normal operating mode.

4. See section 2.6 for how to test the radio devices.

## 2.6 RADIO DEVICE TEST MODE

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


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

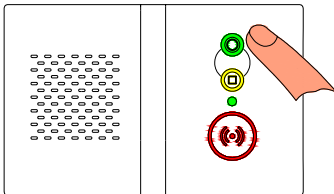


**((●))** When the front light **FLASHES FAST GREEN** release the button and the unit will announce...

**"Radio device test"**

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

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



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



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



## 2.7 SPECIFICATION

<b>Power Supply</b>	220-240V AC 50Hz <5 Watts
<b>Power Lead</b>	9V 500mA in-line PSU with standard 13A plug (3.5 metre lead)
<b>Telecom Lead</b>	Standard BT Type 431A plug (2.9 metre lead)
<b>Battery Standby</b>	Daily self test, min 24 hours normal operation, 3-5 year life (typical)
<b>Battery Type</b>	6V 1800mAh NiMH
<b>Pendant Battery</b>	3-5 year life (typical)
<b>Pendant Frequency</b>	169.48125 MHz (ETSI EN 300 220-2) Class 1 (ECC/DEC/(05)02)
<b>Speech Control</b>	Simplex (tone controlled) or half duplex (VOX speakerphone)
<b>Volume Control</b>	Adjustable in 5 x 3dB steps (local or control centre)
<b>Real Time Clock</b>	Automatic British Summer Time +/- 1 hour adjustments
<b>Telecare Data Log</b>	12 month/10,000 event log stored in internal NV memory
<b>Pendant Answer</b>	Incoming calls – speakerphone mode
<b>Alarm Cancel</b>	From base unit (programmable 0-60 seconds)
<b>Off-Hook Protection</b>	Auto-disconnects users telephone during an alarm call
<b>Self-Test Option</b>	Periodic silent test call (programmable 1-99 days)
<b>Mains Fail Report</b>	Audible alarm, random dial-out between 1-4 hours
<b>Line Fault Report</b>	Audible alarm
<b>Reminder Function</b>	8 daily/weekly/monthly reminders
<b>Message Function</b>	16 user recordable messages can be assigned to alarms/reminders
<b>Activity Mode</b>	3 activity monitoring periods/day with 0-99 threshold (PIR required)
<b>Inactivity Alert</b>	Optional 60 second inactivity pre-alarm alert
<b>I'm OK Mode</b>	Daily visual/audible alert period for users to respond "I'm OK"
<b>Away Mode</b>	Temporarily disables activity monitoring and I'm OK mode
<b>Lone Worker Mode</b>	1 to 9 hour time interval with 1 minute to respond
<b>Intruder Mode</b>	Programmable 0-999 second entry/exit time (PIR required)
<b>PIR Option</b>	For activity monitoring or intruder modes
<b>Radio Devices</b>	Compatible with 169MHz Altec radio devices – max 32
<b>Hardwired I/O</b>	4 N/O inputs (PIR's N/C) + 1 C/O relay output (I/O unit required)
<b>Unit Identity</b>	Up to 12 digit ID or 8 second voice message for personal recipients
<b>Protocol Types</b>	TT, BS8521 and BS7369
<b>Mounting Options</b>	horizontal, vertical or wall mounted
<b>Dimensions</b>	120 x 187 x 38 mm (height x width x depth)
<b>Weight</b>	649 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)



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