



User Manual (V3)

ascom Handsets



Tynetec operates a policy of continual product improvement and reserves the right to modify the specification of its products.

If any variation to the details in this document are suspected please contact Tynetec's Technical Support.

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1. SAFETY INSTRUCTIONS

	Read and understand these instructions before use. Keep these instructions for future reference.
	To reduce the risk of electric shock, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages or other hazards.
	No user serviceable parts inside. Refer all servicing to qualified service personnel.
	This product should only be connected to a 220-240VAC 50/60Hz mains supply. If you are unsure of the type of power supply consult your local power company.
	Danger of explosion if the internal batteries are incorrectly replaced. Use only manufacturer approved rechargeable batteries.
	USB Ports are for software updates only – they are not suitable for charging Smartphones or Tablets.
	This product should be located at least 2 metres away from other electronic equipment. Failure to provide this separation may result in reduced radio range of Telecare products.
	Do not expose to direct sunlight.
	Do not expose to dripping or splashing water. As with any electronic equipment take care not to spill liquids into any part of the system. Liquids can cause a failure and/or a fire hazard.
	Clean with a hard-surface disinfectant wipe or a damp cloth and a non-abrasive cleaning product. Polish with a dry duster. DO NOT use a wet cloth.
	Avoid using harsh, abrasive or corrosive cleaning agents or detergents (e.g. scouring powders, bleaches, polishes, etc.) when cleaning this product.
	At the end of its life this product should be disposed of and recycled in accordance with the environmental regulations. See the Regulatory Information in section 3 below.

2. REGULATORY INFORMATION

	We declare this product complies with the relevant UK legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full UKCA Declaration of Conformity is available on request.
	We declare this product complies with the relevant European legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full CE Declaration of Conformity is available on request.
	This symbol on the product indicates it is classed as Electrical or Electronic Equipment and should not be disposed of with other commercial waste at the end of its working life. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU) has been put in place to recycle products using the best available recovery and recycling techniques to minimise impact on the environment, treat hazardous substances and avoid increasing landfill. For product disposal please contact your supplier and check the terms and conditions of the purchase contract and ensure this product is not mixed with other commercial waste for disposal.
	This symbol on batteries indicates separate collection. Batteries contain chemicals that can be hazardous to health and the environment and should not be disposed of in the waste bin. The EU Directive (2006/6/EC) has been put in place to ensure the safe disposal and recycling of batteries. Return used batteries to your supplier or drop-off at your local municipal waste recycling depot.

3. MAINTENANCE & CARE

For peace of mind and to ensure your system is maintained to the highest standard Tynetec recommend an annual maintenance contract. This will provide vital assistance in times of need from a nationwide team of trained Service Engineers who specialise in Warden Call systems.

A preventative maintenance visit (PMV) is also recommended, this covers the replacement of all batteries, a full system test, software updates (where applicable) and a Service Certificate.

For more information on Maintenance Contract Packages and PMV's please contact your local Tynetec Approved Installer, a list can be found on our website; www.tynetec.co.uk/installer-locator

MONTHLY MAINTENANCE

All user interface equipment i.e. intercoms, telephones, pendants and Manager's handsets should be regularly cleaned with anti-bacterial wipes, at the same time they should be checked for signs of external physical damage. Broken or cracked plastic cases can trap dirt and contribute to the spread of germs. Products needing repair can be returned via the website; www.tynetec.co.uk/returns-policy

ANNUAL MAINTENANCE

Although the XT2 controller batteries are monitored and a poor state of charge is reported automatically it is best practice to have the batteries tested every year and replaced every 5 years. At the same time a full system test should be performed to ensure all equipment is operating correctly.

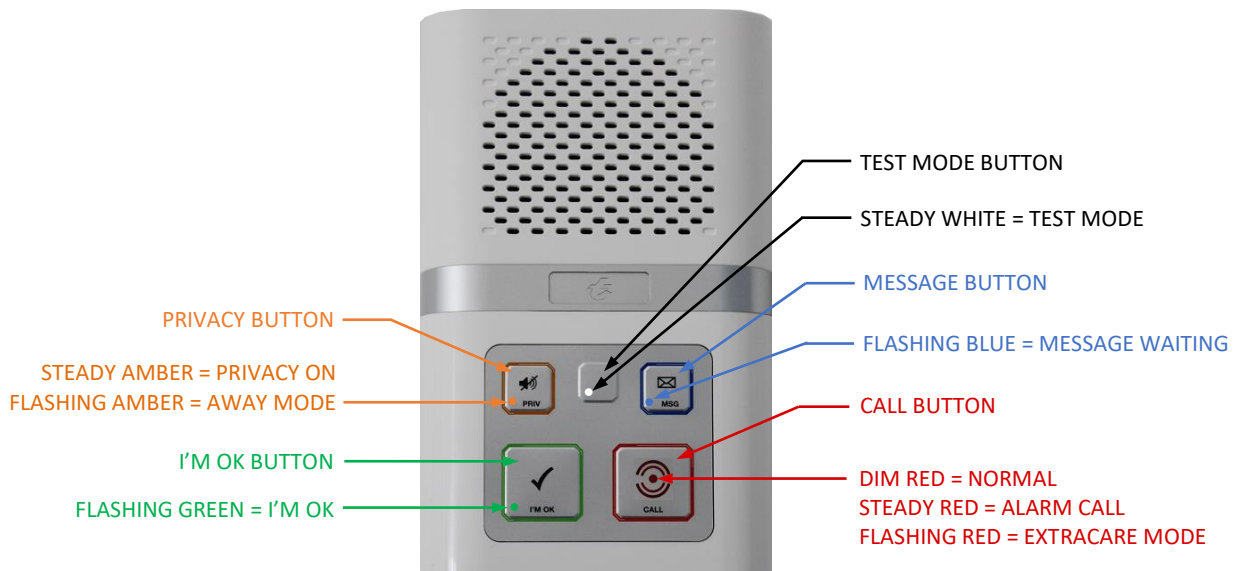
	In the unlikely event that the XT2 controller needs to be turned-off or reset, please ensure all active calls are actioned before proceeding.
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4. STANDARD INTERCOM UNIT

Each room on your scheme will have an Advent XT2 intercom unit, there may also be others in communal areas, corridors and toilets. The intercom unit **ORANGE** cord or associated **ORANGE** ceiling pullcords located in bedrooms and bathrooms etc. can be used to initiate an emergency alarm call.

When operating in onsite mode all calls are reported on the cordless handsets or desk telephones. If there is no onsite Manager then calls can be reported via local offsite mode to a mobile telephone, or via remote offsite mode to a 24 hour alarm receiving centre (ARC).

The standard Advent XT2 intercom unit has the following features;



A pictorial user guide is also available;
request Tynetec Doc No. FM0818

PRIVACY BUTTON

Press the **PRIV** button to toggle privacy on/off; when privacy is ON the **PRIV** LED will illuminate **AMBER** and the microphone in the intercom is turned off - you will not be able to hear the resident.

Note; an alarm call will automatically override privacy mode for about 15 minutes.

Press and hold the **PRIV** button to select away mode; when away mode is enabled a series of tones will sound and the **PRIV** LED will be **FLASHING AMBER**. I'm OK and activity monitoring will be disabled.

I'M OK BUTTON

If the **I'M OK** LED is **FLASHING GREEN** and 2 tones sound every 20 seconds the resident can press the **I'M OK** button to let the manager know they are OK.

CALL BUTTON

Press the **CALL** button or pull the orange alarm pullcord on the intercom to make an alarm call. The **CALL** LED will illuminate **STEADY RED** when an alarm call is made, it will be **FLASHING RED** when the intercom is awaiting Extracare cancellation - see section 23 for details.

MESSAGE BUTTON

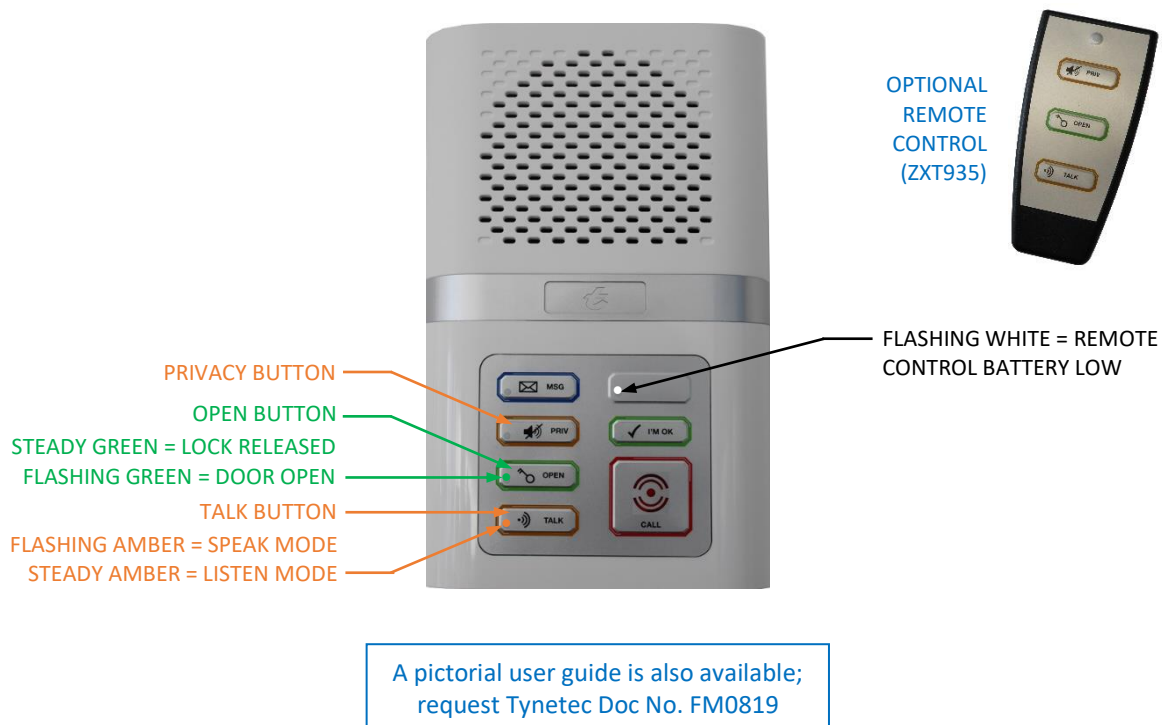
If the **MSG** LED is **FLASHING BLUE** and a series of tones sound every 60 seconds then there's a message waiting. The message can be played by pressing the **MSG** button - see section 27 for details.

TEST MODE BUTTON

Test mode is used to check the operation of ceiling pullcords, personal pendants, PIR's etc. without activating an alarm call on the system - see section 28 for details.

5. DOOR ENTRY INTERCOM UNIT

Door entry intercom units have all the same functions as standard intercoms but with an additional 2 buttons to answer a call from the door and to release the door lock. An optional remote control is available for use with door entry intercoms (ZXT931 models only).



A pictorial user guide is also available;
request Tynetec Doc No. FM0819

TALK BUTTON

When the intercom is called from the door entry system it will sound a telephone ring tone and the **TALK** LED will be **FLASHING AMBER**. Press the **TALK** button once to answer the door entry call and the **TALK** LED will be **STEADY AMBER** during speech to the door. Press the **PRIV** button to end the call without letting the visitor in.

OPEN BUTTON

To allow the visitor in press the **OPEN** button, the **OPEN** LED will be **STEADY GREEN** for 5 seconds. If the **OPEN** LED is **FLASHING GREEN** the door has been left open.

PRIVACY BUTTON

During a door entry call the **PRIV** button can be pressed to end the call without letting the visitor in.

OPTIONAL REMOTE CONTROL

During a door entry call the remote control **TALK**, **OPEN** & **PRIV** buttons operate as described above. With no door entry call in progress the **TALK** button can be used to acknowledge "I'm OK" or play a message. With no door entry call in progress the **PRIV** button will toggle privacy mode on/off. *Note: changing the privacy mode also acknowledges "I'm OK" as it is seen as resident activity.*

REMOTE CONTROL LED INDICATOR

The LED will normally flash once with each button press.
The LED will flash 3 times quick when the remote control is pairing with the intercom.
The LED will flash 3 times slow if the remote control battery is running low.

REMOTE CONTROL "LOW BATTERY" WARNING

If the battery in the remote control is running low the **TEST MODE** LED will be **FLASHING WHITE**. Replace the battery and press any button on the remote control to clear the flashing white light.



All other buttons and features are the same as the standard intercom on the previous page.

6. VoWiFi & IP-DECT CORDLESS & DESK TELEPHONES

All VoWiFi and IP-DECT cordless handsets and/or desk telephones will ring when a call exists in onsite mode.

To answer a call using a cordless handset press the **CALL** key, if using a desk telephone simply lift the handset.

When answered, a speech message will identify the call type and room number, the residents name can also be displayed if it has been programmed into the telephone name/number memory.

When the alarm message is understood press the * key to open two-way speech with the caller.

During speech the resident's volume can be increased with the **1** key or decreased with **2** key.

See the table below for other features available on the telephone keys during a call.

To end the call using a cordless handset press the # key followed by the **END** key to hang-up, if using a desk telephone press the # key and replace the handset.

ASCOM d63 IP-DECT
CORDLESS HANDSET



Keys are the same on the ascom
i63 VoWiFi and d43 IP-DECT handsets

BT DÉCOR 2200
DESK
TELEPHONE



TELEPHONE KEY FUNCTIONS

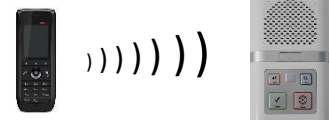
Key	Function
1	Volume Up
2	Volume Down
3	Lock Release
4	
5	Park A Call
6	Index
7	
8	
9	
0	Re-send Call Tone
*	Confirm Entry
#	Clear

CALLING A RESIDENT

Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt

Enter the room number followed by the * key

Press the # key to end the call and then press the **END** key to clear the connection

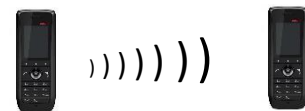


MAKING INTERNAL CALLS BETWEEN CORDLESS HANDSETS

Press the **Ext. Number** (i63: 151-155, d43/d63: 201⇒) followed by the **CALL** key

Press the **END** key to end the call

Note: it is not possible to make internal calls to/from desk telephones

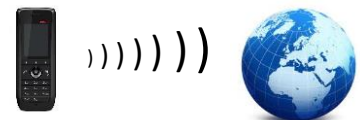


MAKING EXTERNAL CALLS WITH CORDLESS HANDSETS

Press **8 2** followed by the **CALL** key and wait for the dial tone

Dial the telephone number

Press the **END** key to end the call



All instructions given in this manual assume a VoWiFi or IP-DECT handsets are being used.
If using a desk telephone, simply **LIFT/REPLACE** the handset instead of pressing the **CALL/END** key.
For detailed information on handset features refer to the ascom i62/i63/d43/d63 user guides.

7. MANAGER'S DISPLAY PANEL

The Manager's Display Panel is used to program the system features, change the operating mode and add/remove Telecare radio devices.

An optional digital Notice Board can be connected to the Manager's panel to display information for residents and staff. The Notice Board content is updated from the Manager's panel.

The features listed below can be setup and monitored using the Manager's Display panel;

- View Alarm Status (calls in progress)
- View Event Log (call history)
- View Flat Status (I'm OK, Activity, Away/Intruder Mode)
- Update Notice Board
- Change the System Operating Mode
- View Intercom/Door Entry Privacy Mode Status
- Add/Remove Radio Pendants/Telecare Devices
- Change Passwords
- Set Activity Monitoring Time Periods
- Set I'm OK Time Periods
- Set Client Wandering Time Periods
- Set Call Routing
- Set Alarm Call Routing



Refer to the Manager's Display Panel user guide (Tynetec Doc No. FM0817) for more information.

8. ANSWERING A CALL

The telephone will ring when a call exists. If there are multiple handsets the first person to answer will get the call, all other handsets will stop ringing. An alarm message in the earpiece will announce the call type.

1. When the handset rings press the **CALL** key
2. Listen to the alarm message in the earpiece
3. Press the * key after the message to open speech
4. Speak to the resident, stop speaking to listen
5. Press the # key to end the call
6. Press the **END** key to clear the connection

NORMAL CALL TYPES

An alarm call initiated by a resident will normally be from the intercom unit, a ceiling pullcord or a personal pendant. The following messages will be heard;

<i>"intercom alarm flat 1"</i>	if the call was made from the intercom unit in flat 1
<i>"pullcord alarm flat 1"</i>	if the call was made from a ceiling pullcord in flat 1
<i>"pendant alarm flat 1"</i>	if the call was made from a pendant allocated to flat 1

AUTOMATIC CALL TYPES

An alarm call triggered automatically may be from a smoke detector, a PIR movement detector or another environmental device. The Advent XT2 monitors itself for faults and these are also reported, see examples below;

<i>"smoke alarm flat 1"</i>	the smoke alarm has detected a fire in flat 1
<i>"intruder alarm flat 1"</i>	the PIR has detected an intruder in flat 1
<i>"fault alarm flat 1"</i>	there's a fault with the intercom in flat 1
<i>"open circuit alarm flat 1"</i>	there's a wiring fault on a ceiling pullcord in flat 1
<i>"system mains fail"</i>	the system mains supply has failed
<i>"system battery low"</i>	the system battery standby is running low
<i>"system mains restored"</i>	the mains supply is restored
<i>"system BT line fault"</i>	there's a fault with the telephone line
<i>"system BT line restored"</i>	telephone line is restored
<i>"system 12V fuse blown"</i>	the system has blown a 12V fuse
<i>"system 24V fuse blown"</i>	the system has blown a 24V fuse

The faults can be listed by entering a special code via the cordless handset - see section 16 of this manual.



If you get a "System 24V Fuse Blown" message none of the intercom units will be able to make an emergency call - contact your Service Engineer immediately. If you get a "System 12V Fuse Blown" message then some ancillary devices connected to the system network may not operate.

9. CALLING A RESIDENT

You can call a resident any time by dialling their room number on the cordless handset. To call any other intercoms in the common room, corridors, etc. use the same procedure but enter the actual intercom number.

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Enter the room number of the resident you wish to contact
3. Press the ***** key to send a call tone and open speech
Press the **0** key to re-sound the call tone if required
4. Speak to the resident, stop speaking to listen
5. Press the **#** key to end the call
6. Press the **END** key to clear the connection

10. SEQUENTIAL DAILY CALLS

Routine daily sequential calls to all residents can be greatly simplified by using the **INDEX** function. You can start sequential calls from any room number.

1. Call and speak to the first resident in the normal way
2. Press the **6** key to end the call
3. A message will announce the next room number
4. Press the ***** key to speak or the **6** key to skip
Press the **0** key to re-sound the call tone if required
5. Repeat as above through all room numbers
6. Press the **#** key to end sequential calls
7. Press the **END** key to clear the connection

11. CALL WAITING

If you hear a short "beep" every 5 seconds in the telephone earpiece this means there is another call waiting.

1. On hearing the intermittent beep conclude your conversation as quickly as possible
2. Press the **#** key once to end the call
3. A message will announce the call waiting
4. Press the ***** key to answer the call in the normal way
or press the **#** key a second time to check if more than one call is waiting
5. The message will change with each press of the **#** key for all calls waiting
6. The calls waiting can be answered in any order by pressing the ***** key after the message
7. When all calls have been answered press the **#** key followed by **END** key to clear the connection

12. USING THE PA FUNCTION

The Advent XT2 system has an optional PA facility to allow public announcements to be made through all intercoms. To use the PA function, you must enter a special code on the cordless handset.

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **1000***
4. Make your public announcement
5. Press the **#** key to end your announcement
6. Press the **END** key to clear the connection



Do not operate PA mode directly in front of an intercom unit otherwise feedback may occur.

13. USING THE FIRE ALARM FUNCTION

The Advent XT2 system has an optional fire alarm facility which can sound a fire tone through all intercoms on the scheme. The fire alarm tone can be started manually from the cordless handset or be started automatically when the building's fire alarm is activated. The fire tone is an intermittent warble tone and is different to all other tones the warden call system normally uses.

ACTIVATING THE FIRE ALARM TONE MANUALLY

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **1003***
4. The fire alarm tone will sound through **ALL** Intercoms
5. Press the **#** key to stop the fire alarm tone
6. Press the **END** key to clear the connection

If the building's fire alarm system activates you will receive a call on the cordless handset;

ANSWERING AN AUTOMATIC FIRE ALARM CALL

1. Press the **CALL** key
2. A “**Fire Alarm**” message will repeat in the earpiece
3. Press the ***** key to accept
4. Press the **#** key to cancel the call
5. Press the **END** key to clear the connection

When the fire alarm call is cancelled the fire tone will start to sound through all intercoms - this will continue until the buildings fire alarm panel is reset. *Note; the fire tone is optional and may not be enabled.*

If you want to use the Advent XT2 system before the fire alarm panel is reset you can stop the fire tone by pressing the **CALL** key followed by the **5** key on the cordless handset. Press the **END** key to clear the connection.

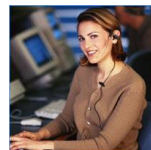


The main entrance door will normally be opened via an electric lock release when the fire alarm activates. The door will remain un-locked until the fire alarm panel is reset.

14. SELECTING THE OPERATING MODE

The Advent XT2 system can report calls in three different ways;

1. **ONSITE MODE** - to an onsite carer via the cordless handset
2. **MOBILE MODE** - to a mobile carer via a mobile telephone
3. **REMOTE OFFSITE MODE** - to 24 hour alarm receiving centre



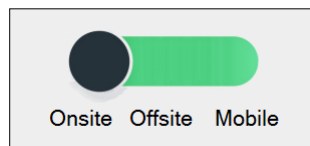
The operating mode is selected by entering special codes on the handset or from the Manager's Panel.

MODE SELECTION USING THE HANDSET

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt
3. Enter the code **1004*** and the current operating mode will be announced
4. Wait for the **"Ready"** prompt in the earpiece
5. Press the **END** key to maintain the current operating mode or
Enter one of the following codes to select a new operating mode;
1005* for Onsite Mode, **1006*** for Mobile (Local Offsite) Mode or **1007*** for Remote Offsite Mode
6. The new operating mode will be announced, press the **END** key to clear the connection.

MODE SELECTION USING THE MANAGER'S PANEL

1. The current operating mode is shown by the position of the **BLACK** slider on the Manager's Panel Home page
2. Touch the **GREEN** part of the operating mode slider to select a new operating mode
3. Enter the 4-digit password to change the mode
4. The **BLACK** slider will show the new operating mode



Note: if the XT2 changes the operating mode (e.g. an unanswered onsite call is diverted offsite) then the position of the slider will automatically change to the current state.



If the system is operating in onsite mode and an alarm call remains un-answered for a preset time (6 minutes) the call will automatically switch to mobile (local offsite) mode and report to the mobile warden. If the call still goes un-answered, then offsite mode will be selected, and the call will go to the 24 hour alarm receiving centre.

It is not possible to select mobile or offsite mode if a telephone line fault exists. If the system is operating in either of these modes when a telephone line fault develops then the system will report calls to the onsite manager. Calls will go back to the selected mode as soon as the fault clears.

A telephone line fault is reported on the cordless handset, the Manager's Panel and a BT line fault beacon (if fitted).

15. PARKING AN ALARM CALL

Calls can be “parked” if they are constantly re-reporting due to a fault condition. If a system malfunction is causing multiple constant calls, then they can all be parked simultaneously using a special code.

PARKING A CONSTANT CALL

1. Press the **CALL** key
2. Listen to the alarm message in the earpiece
3. Press the * key to answer the call
4. Press the **5** key to **PARK** the call
5. Press the **END** key to clear the connection

NOTE

There's an Engineers programming option to set Double Park characters i.e. 55. Park characters can also be set as 8 or 88 and 9 or 99.

PARKING MULTIPLE CONSTANT CALLS

1. Press the **CALL** key
2. Listen to the first alarm message in the earpiece
3. Press * * **5**
4. Press the **END** key to clear the connection



Calls can be parked using the above methods in onsite or local offsite mode. Parked calls are listed in the Fault Memory and are displayed on the Manager's panel. These calls will not report again until they are removed from the Fault Memory - see section 16. If you are unable to clear any fault conditions contact your Service Engineer immediately.

16. FAULT MEMORY

The Advent XT2 system can store a number of faults in memory and still allow the remainder of the system to operate as normal until the faults are cleared.

LIST THE FAULT MEMORY

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the * key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **1008***
4. A list of the last 8 faults will be heard in the earpiece
4. Press the **END** key to clear the connection

CLEAR A FAULT FROM MEMORY

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Enter the faulty intercom number followed by the * key
3. Press the # key to end
4. Press the **END** key to clear the connection
5. If the fault re-reports, answer as normal, press the **5** key and the fault will be parked again.



To clear a fault the problem must first be rectified then the associated intercom unit must be called back. If the fault has been fixed it will be cleared from the memory, if it still exists it will report again. Any “system faults” e.g. mains fail, will be removed automatically when the fault clears.

17. ALARM MEMORY

The Advent XT2 system stores the last 8 alarm calls in memory. These can be listed by entering a special code on the handset and listening to the messages in the earpiece.

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **1009***
4. A list of the last 8 alarm calls will be heard in the earpiece
5. Wait for the “**Ready**” prompt in the earpiece
6. Press the **END** key to clear the connection

18. SETTING THE SYSTEM TIME & DATE

The Advent XT2 system has a real time clock with automatic British Summer Time (auto-BST) adjustment. The clock is used for activity monitoring mode and recording the time and date of all events on the system log.

SETTING THE SYSTEM TIME

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **2000***
4. A message will announce the time (24 hour format)
5. If the time is correct press the **#** key to accept followed by the **END** key to exit the mode
6. If the time is incorrect; enter the new time (HHMM) in 24 hour format e.g. 1300 = 1PM followed by the ***** key
7. Press **#** followed by the **END** key to exit the mode.

SETTING THE SYSTEM DATE

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **2001***
4. A message will announce the date
5. If the date is correct press the **#** key to accept followed by the **END** key to exit the mode
6. If the date is incorrect; enter the new date (DDMM) e.g. 0309 = 3rd September followed by the ***** key
7. Press **#** followed by the **END** key to exit the mode.

SETTING THE SYSTEM DAY & YEAR

1. Press **8 1** followed by the **CALL** key and wait for the “**Ready**” prompt
2. Press the ***** key and wait for the “**Manager Mode - Ready**” prompt
3. Enter the code **2009***
4. A message will announce the day number & year
5. If the day & year is correct press the **#** key to accept followed by the **END** key to exit the mode
6. If the day & year is incorrect, enter the new day and year (DDYY) e.g. 0118 = Monday 2018 followed by the ***** key
7. Press **#** followed by the **END** key to exit the mode.

19. USING THE MOBILE (LOCAL OFFSITE) MODE

The Advent XT2 system has a mobile (local offsite) facility to divert calls to a mobile Carer. Answering a call in mobile mode is identical to onsite mode except site identification is included in the message. The procedure for cancelling a mobile call differs slightly from the onsite mode procedure.

Mobile mode can be enabled/disabled using a special code from the telephone. If disabled all alarm calls will be reported in onsite or offsite mode only, mobile numbers will not be dialled.

ANSWERING A MOBILE CALL

1. Answer the call
2. Listen to the site ID and alarm message in the earpiece
3. Press the * key to open speech
4. Speak to the resident, stop speaking to listen.

ENDING A MOBILE CALL

1. Press the # key once
2. Wait for the **“Ready”** prompt in the earpiece
3. Press the # key again
4. Wait for **“2 Tones”** in the earpiece
5. End the call.

MAKING A MOBILE CALL

1. Dial the site telephone number (inc. STD Code)
2. Wait for **“2 Tones”** in the earpiece.
3. When answered press the # key once.
4. Wait for the **“Ready”** prompt in the earpiece
5. Use the system as you would in onsite mode
6. End the call as described above.

MOBILE MODE ENABLE/DISABLE

1. Dial the site telephone number (inc. STD Code)
2. Wait for **“2 Tones”** in the earpiece.
3. When answered press the # key once.
4. Wait for the **“Ready”** prompt in the earpiece
5. Enter the code **5007***
6. Mobile mode enabled/disabled will be heard in the earpiece
7. Press the # key to toggle between enabled/disabled – the new mode will be heard in the earpiece
8. End the call as described above.



The maximum duration for a mobile call is normally set at 2 minutes - this can be extended if necessary. This time-out prevents the Advent XT2 system being held with a “call in progress” should the mobile telephone lose signal or be cut-off for whatever reason.

20. RELEASING THE MAIN ENTRANCE DOOR LOCK

The Advent XT2 system may be fitted with a digital door entry panel or Manager's callpoint at the main entrance. If a visitor presses the **MANAGER** button the cordless telephone will ring, you can answer and speak with the visitor at the door and allow access by releasing the electric door lock.

1. Answer the call in the normal way
2. To allow the visitor in press the **3** key once
3. The lock will release for a pre-set time (10 seconds)
4. Press the **#** key to end the call
5. Press the **END** key to clear the connection.

21. RELEASING THE KEYSAFE

The Advent XT2 system may be fitted with an intercom unit alongside an electric keysafe. If a Carer or the Emergency Service makes a call from the intercom you can answer and speak with them and allow access to the master keys by releasing the electric keysafe.

1. Answer the call in the normal way
2. To release the keysafe press the **3** key once
3. The keysafe will release for a pre-set time (10 seconds)
4. Press the **#** key to end the call
5. Press the **END** key to clear the connection.

22. RELEASING A ROOM DOOR LOCK

Individual rooms may be fitted with an electric lock release. The door can be opened during speech to the resident's intercom unit in any operating mode.

1. Answer the call in the normal way
2. To release the door lock press the **3** key once
3. The lock will release for a pre-set time (10 seconds)
4. Press the **#** key to end the call
5. Press the **END** key to clear the connection.



The 3 key is normally used to release a lock or keysafe but can be changed in Engineer's programming.

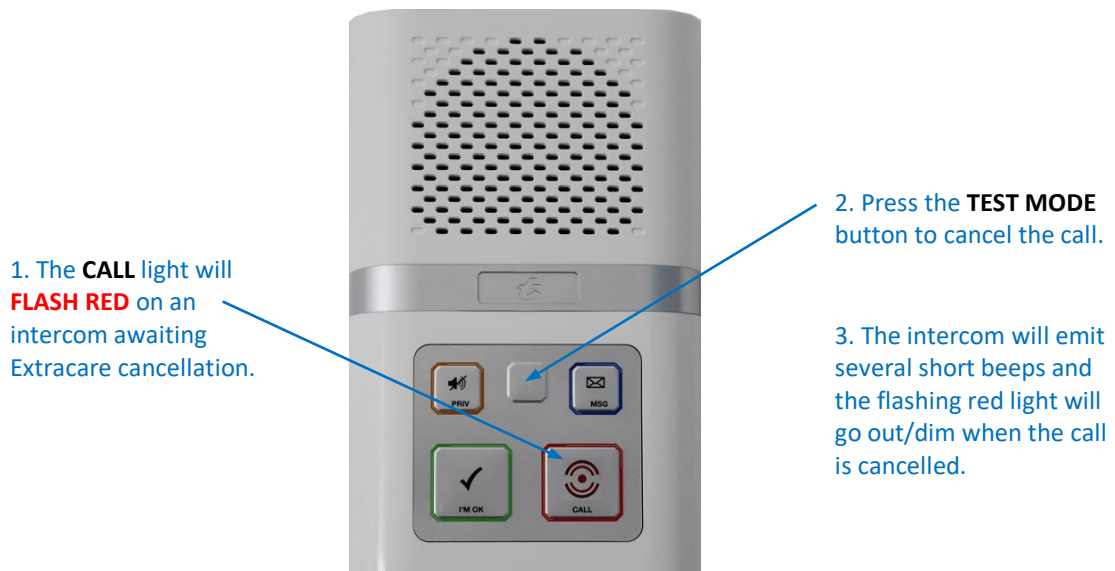
23. USING THE EXTRACARE FUNCTION

Intercoms can be set to operate in Extracare mode for categories of schemes where alarm calls must be cancelled at source. Both normal and Extracare intercoms can be mixed to maximise operational efficiency whilst ensuring care level compliance.

When a call is made from an Extracare intercom it is reported and answered in the normal way, but it cannot be permanently cleared until it has been visited and cancelled locally.

If normal cancellation is attempted the call will simply re-report after a pre-set delay (typically 10 minutes).

CANCELLING AN EXTRACARE CALL



Note: the same cancellation procedure applies to door entry intercoms.



IMPORTANT: a procedure must be put in place for the cancellation of Extracare intercoms when the system is operating in Mobile or Offsite modes.

24. USING THE I'M OK FUNCTION

The Advent XT2 system can be set to flash the green light and sound a double-beep every 20 seconds[‡] on the resident's intercom unit during a pre-set time period each morning ([‡]audible alert can be disabled).

If the resident is "up and about" and feeling OK they can press the I'M OK button on their intercom to stop the alert and clear their room number from a list in the Advent XT2 memory.

The room numbers of the residents that HAVE NOT registered themselves OK can be viewed on the Manager's Panel and called-back or listed by entering special codes on the telephone handset.

The I'm OK feature can be temporarily disabled by selecting Away Mode – see section 25 below.

CALL RESIDENTS THAT HAVE NOT RESPONDED I'M OK

1. Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt in the earpiece
2. Press the ***** key and wait for the "**Manager Mode - Ready**" prompt in the earpiece
3. Enter the code **3000***
4. The first room number that **HAS NOT** responded "I'm OK" will be heard in the earpiece
5. Press the ***** key to speak to the resident
Press the **6** key to leave in the list and index to the next resident or
Press the **7** key to clear from the list then press **6** to index to the next resident
6. The next room number that **HAS NOT** responded "I'm OK" will be heard in the earpiece
7. Press the **#** key to end then press the **END** key to clear the connection.

LIST RESIDENTS THAT HAVE NOT RESPONDED I'M OK

1. Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt in the earpiece
2. Press the ***** key and wait for the "**Manager Mode - Ready**" prompt in the earpiece
3. Enter the code **3001***
4. Room numbers that **HAVE NOT** responded "I'm OK" will be heard in the earpiece
5. Press the **END** key to clear the connection.



With intercom firmware V1.02D (July 2021) onward, the I'm OK indication must be acknowledged by pressing the I'm OK button before any other intercom button will function.
On previous versions, any button press will acknowledge I'm OK but the same button must be pressed a second time for its actual function.

25. USING THE AWAY MODE FUNCTION

If I'm OK (or activity monitoring) is being used and the resident is going away for a day or more they should select Away Mode on their intercom to prevent inactivity calls being signalled each day.

Press and hold the **PRIVACY** button to select away mode, when away mode is enabled a series of tones will sound and the **PRIVACY** LED will be **FLASHING AMBER**. I'm OK and activity monitoring is now disabled, after a 5 minute exit time Intruder Mode will automatically be enabled.

The room numbers of the residents that have Away Mode enabled can be viewed on the Manager's Panel.

When the resident returns, the Away Mode must be turned off to allow the I'm OK and activity monitoring features to operate as normal again.

Press the **PRIVACY** button once to turn Away Mode off, a series of tones will sound, and the amber privacy LED will stop flashing.



If a resident fails to turn Away Mode back off when they return an intruder alarm call will be signalled after a **1 minute** entry time.
Door entry privacy mode is also enabled during away mode on door entry intercoms, the door entry panel at the main entrance will indicate to visitors that the resident is not available.

26. USING THE INTRUDER MODE FUNCTION

This feature is only available with V2.02a Firmware onward.

Individual rooms can have the Activity Monitoring Mode changed to an Intruder Mode if the room is going to be vacant for a prolonged period. Intruder Mode can be enabled/disabled on an individual room basis using special codes from the telephone - there is no entry/exit time when Intruder Mode is enabled this way.

*Note: Intruder Mode is automatically enabled after a 5 minute exit delay when an intercom is set to **Away Mode**. On return there is a **1 minute** entry time to turn **Away Mode off**.*

*If Away Mode is not turned off then an **intruder alarm** call will be reported after the entry delay.*

With Intruder Mode enabled, any movement detected in the room will report an "intruder alarm" call (after a 1 minute delay) rather than simply logging the activity.

The room numbers that have Intruder Mode enabled can be viewed on the Manager's Panel or listed by entering a special code on the telephone handset.

ENABLE INTRUDER MODE

1. Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt in the earpiece
2. Press the ***** key and wait for the "**Manager Mode - Ready**" prompt in the earpiece
3. Enter the code **3007***
4. Enter the room number to be enabled followed by the ***** key
5. Press the **#** key and wait for the "**Ready**" prompt in the earpiece
6. Press the **END** key to clear the connection.

DISABLE INTRUDER MODE

1. Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt in the earpiece
2. Press the ***** key and wait for the "**Manager Mode - Ready**" prompt in the earpiece
3. Enter the code **3008***
4. Enter the room number to be disabled followed by the ***** key
5. Press the **#** key and wait for the "**Ready**" prompt in the earpiece
6. Press the **END** key to clear the connection.

LIST ROOMS THAT HAVE INTRUDER MODE ENABLED

1. Press **8 1** followed by the **CALL** key and wait for the "**Ready**" prompt in the earpiece
2. Press the ***** key and wait for the "**Manager Mode - Ready**" prompt in the earpiece
3. Enter the code **3009***
4. Room numbers with Intruder Mode enabled will be heard in the earpiece
5. Press the **END** key to clear the connection.

27. ADDING/REMOVING RADIO TRIGGERS

This feature is only available with V3.00a Firmware onward.

Personal pendants or any other 869MHz Telecare radio devices can be added and removed by using special codes from the telephone.

IMPORTANT: the radio learn option using the telephone only works in a specific area of the building, this will usually be the Manager's office. You should be advised of this area during commissioning of the system.

ADDING A RADIO TRIGGER:

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt in the earpiece
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt in the earpiece
3. Enter the code **5000***
4. Enter the room number followed by the ***** key
5. Activate the pendant (or other 869MHz radio device) to be added
6. When prompted enter the 2 digit "Location Code" from the table below followed by the ***** key or press the **#** key if no location is required.
7. Wait for the **"Radio Device Enabled - Enter Flat"** prompt
8. Repeat from step 4 above to add more radio devices or press **#** key to exit the mode
9. Press the **END** key to clear the connection.

If a radio device needs to be removed from its current flat so it can be allocated to another, follow the procedure below;

REMOVING A RADIO TRIGGER:

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt in the earpiece
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt in the earpiece
3. Enter the code **5001***
4. Enter the room number you want to remove the radio device from followed by the ***** key
5. Activate the pendant (or other 869MHz radio device) to be removed
6. Wait for the **"Radio Device Disabled - Enter Flat"** prompt
7. Repeat from step 4 above to remove more radio devices or press **#** key to exit the mode
8. Press the **END** key to clear the connection.

LOCATION CODES:

00	Not Assigned	20	Toilet (downstairs)	40	Common Room (main)
01	Local Unit	21	Toilet (other)	41	Common Room (other)
02	Hallway (downstairs)	22	Kitchen (main)	42	Lift (main)
03	Hallway (upstairs)	23	Kitchen 2	43	Lift 2
04	Stairs (main)	24	Kitchen Area (other)	44	Lift (other)
05	Stairs (2nd)	25	Utility Room (main)	45	Front Gate
06	Landing	26	Utility Room (other)	46	Rear Gate
07	Bedroom 1 (master)	27	Entrance/Lobby	47	Outbuilding (main)
08	Bedroom 2	28	Front Door (main)	48	Shed
09	Bedroom 3 (other)	29	Front Door (other)	49	Outbuilding/Shed
10	Bedroom 4 (guest)	30	Back Door (main)	50	Garden (front)
11	Living Room (main)	31	Back Door (other)	51	Garden (rear)
12	Living Room 2	32	Garage (main)	52	Garden (other)
13	Living Area (other)	33	Garage (other)	53	Basement/Cellar
14	Dining Room (main)	34	Workshop	54	Ground Floor
15	Dining Room 2	35	Laundry (main)	55	Bin Store
16	Dining Area (other)	36	Laundry (other)	56	Boiler Room
17	Bathroom (main)	37	Office (main)	57	Attic
18	Bathroom 2	38	Study/Office (other)	58	
19	Toilet (upstairs)	39	Games Room	59	

28. USING THE MESSAGE SERVICE

The Advent XT2 has the facility to leave a recorded message for any resident when they return.

A message is recorded by entering a special code on the handset followed by the resident's room number.

The light on the resident's intercom will **FLASH BLUE** and series of tones will sound every 60 seconds when there's a message waiting.

The resident can play the message by pressing the **MSG** button on their intercom.

The blue flashing light will go out when the message is played.

RECORDING A MESSAGE

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt
3. Enter the code **7000***
4. Enter the room number followed by the ***** key
5. Leave a short message after the prompt (max 10 seconds)
6. Press the **#** key and wait for the **"Ready"** prompt
7. Press the **END** key to clear the connection.

LIST UNANSWERED MESSAGES

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt
3. Enter the code **7001***
4. All rooms with unanswered messages will be heard in the earpiece
5. Wait for the **"Ready"** prompt in the earpiece
6. Press the **END** key to clear the connection.

DELETING A MESSAGE

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt
3. Enter the code **7002***
4. Enter the room number to be cleared followed by the ***** key
5. Wait for the **"Ready"** prompt in the earpiece
6. Press the **END** key to clear the connection.

DELETING ALL MESSAGES

1. Press **8 1** followed by the **CALL** key and wait for the **"Ready"** prompt
2. Press the ***** key and wait for the **"Manager Mode - Ready"** prompt
3. Enter the code **7003***
4. Wait for the **"Ready"** prompt in the earpiece
5. Press the **END** key to clear the connection.



Messages are stored until deleted using the codes via the handset.
Only one message can be held per resident.

29. INTERCOM UNIT TEST MODE

The intercom unit Test Mode allows all ceiling pullcords, smoke detectors and pendants etc. to be tested without putting a call on the system. Once in Test Mode the intercom will beep as each device is activated, the system will log each test with the room number, device type, time & date.

The intercom must be in a quiescent state to enter Test Mode; i.e. not in privacy mode, not in away mode, no message waiting, no alarm call in progress and not awaiting Extracare cancellation.

Press and hold the **TEST MODE** button for about 5 seconds until the intercom beeps once then release...



7 ascending tones will sound and the button LED will illuminate white when test mode is enabled.

Note: the same procedure applies to door entry intercoms.

ENTER TEST MODE

1. Press and hold the TEST MODE button for approx. 5 seconds until the intercom beeps once then release
2. The intercom light will illuminate white and a 7 tone ascending scale will play once
3. Radio devices (e.g. personal pendants) must be tested first - once any hardwired ceiling pullcords or smoke detectors are activated no further radio devices will be recognised
4. The intercom will beep twice as each device is activated.

END TEST MODE

1. Test Mode can be ended at any time by pressing the TEST MODE button once
2. The intercom will play 4 descending tones and the white light will go out
3. As a fail-safe the Test Mode will end automatically after 10 minutes.



Hardwired movement detectors (PIR's) are only reported every 30 seconds, this is to allow movement through the dwelling to get to the next device without re-triggering the PIR on the way. When any ceiling pullcord is activated all pullcord reassurance lights will be illuminated for 2 seconds. Multiple intercoms can be in Test Mode at any given time. Test Mode cannot be entered via an extension intercom.

30. SPECIAL CODES SUMMARY

Code	Function
1000*	Select All Call PA Speech Mode
1003*	Select Fire Alarm Tone Mode
1004*	Operating Mode Enquire
1005*	Select Onsite Mode
1006*	Select Local Offsite Mode
1007*	Select Remote Offsite Mode
1008*	Fault Memory Enquire
1009*	Alarm Memory Enquire
2000*	Set Time (HHMM)
2001*	Set Date (DDMM)
2009*	Set Day No. & Year (DDYY)
3000*	Call Residents that HAVE NOT responded "I'm OK"
3001*	List Residents that HAVE NOT responded "I'm OK"
3007*	Enable Intruder Mode
3008*	Disable Intruder Mode
3009*	List rooms that have Intruder Mode Enabled
4000*	System Reset
5000*	Add Radio Trigger
5001*	Remove Radio Trigger
7000*	Leave Message
7001*	List Unanswered Messages
7002*	Delete Message
7003*	Delete All Messages

IMPORTANT: to use the above codes; press the * key first to enter "Manager's Mode"

31. AMENDMENTS RECORD

The table below lists significant changes to this manual;

Issue	Amendments	Date
1	Preliminary issue	31/07/19
2	Set Date/Time option removed from the Manager's Panel.	11/12/19
3	Updated for V2.02a software. Intruder mode can be enabled/disabled via telephone handset and intruder codes (3007/8/9) added.	10/02/20
4	Remote control LED indicator details added.	02/10/20
5	Controller V3.00a firmware updates. Manager's Panel removed – now in separate manual (Doc No. FM0817). Intruder mode entry time corrected to 1 minute (pages 18 & 19). Add/Remove Radio Trigger codes added (page 20 & 51). Automatic deleting of messages removed (page 21). Multiple intercoms can be in test mode simultaneously (page 22).	18/02/21
6	I'm OK operation updated for software V1.02D July 2021 (page 18).	01/10/21