

# TeleAlarm® S12

## User Guide





*Dear customer,*

*Thank you for purchasing this Swisscom product. This instruction manual shall assist you in handling your TeleAlarm® S12.*

*Please take some time to become familiar with the product so that you can fully profit from its entire range of service features.*

*Please keep this instruction manual in a safe place.*

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*The TeleAlarm® S12 is manufactured in La Chaux-de-Fonds (Switzerland) by TeleAlarm SA.*

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### Brief description

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#### TeleAlarm® S12

In case of an emergency, the TeleAlarm® S12 calls private individuals or a monitoring centre to ensure your security around the clock. The TeleAlarm® S12 can store up to eight telephone numbers of the people or services of your choice.

In an emergency, just press the call for help key on the **radio transmitter**, which you always wear, and your contacts will be called automatically.

The transmitter uses radio signals to forward your call for help to the TeleAlarm® S12 base unit, which automatically calls the people you have chosen. If the TeleAlarm® S12 gets no answer from the first person it calls, it dials the next number.

Once the unit has established a phone connection, the TeleAlarm® S12 will play a previously **recorded message** that gives your contact information, for example, information on how to contact you.

The built-in microphone and loudspeaker allow you to talk to your contact **at a distance** from the TeleAlarm® S12 without having to pick up the receiver (« **hands-free** » communication). Your contact can assess your situation precisely and provide you with the specific help you need.

**The display** gives current information about the actions carried out by the TeleAlarm® S12.

The TeleAlarm® S12 also offers additional features to make your **telephone** easier to use:

- You can receive incoming telephone calls via the radio transmitter without having to go to the telephone.

#### **Important:**

**How long does it take for the TeleAlarm® S12 to dial the next programmed number?**

After the dialing of a number, the TeleAlarm® S12 waits approximately 30 seconds for the called person to confirm through key [4] on his telephone. Without a confirmation within these 30 seconds (no answer, no pressing on key [4], Combox, etc.), the S12 hangs up automatically and dials the next number. When only one number is programmed, the S12 waits for one minute before it dials the number again. If the number is occupied, the S12 dials immediately the next number without waiting for 30 seconds.

**When a Combox or an answering machine picks up, does the TeleAlarm® S12 call the next number?**

As mentioned above, without a confirmation within 30 seconds following the dialing of the number, the S12 hangs up and dials the next number.

**When a programmed number is diverted, for example towards a mobile telephone, what happens?**

The 30 seconds restart after the dialing of the final destination number. If the diversion lasts less than 30 seconds, then the mobile telephone (for example) rings and the call can be taken. If the diversion lasts longer than 30 seconds, then the call recipient is considered as unreachable and the TeleAlarm® S12 dials automatically the next number.

**When 8 numbers are programmed and no-one has picked up and acknowledged the call, what happens then?**

The TeleAlarm® S12 tries again to reach the first number, then the second number, and so on. The total number of calls is however limited to 24 (3 cycles of 8 numbers, or 4 cycles of 6 numbers, etc.), and at maximum 4 complete cycles (if, for example, 4 numbers are registered, then each number will be dialed at most 4 times, thus 16 calls in total). If none of the registered numbers answers, the call for help is lost. The user should then press his wrist transmitter S37 again to trigger a new call for help.

---

## Methods of transmitting your call for help

The TeleAlarm® S12 can contact:

- **Private** individuals (neighbours, relatives, nurses, etc.)
- **Monitoring centres.**

You can choose people you know (neighbours, relatives, friends, etc.) or medical services which are active in the area to receive your calls for help. To be sure that your call for help will be answered both day and night, you can include the services of a monitoring centre. Swisscom works with operators of call monitoring centres.

The people whose telephone numbers are entered in the TeleAlarm® S12 must know that you are relying on their help, and they are obligated to provide assistance. These people should know your needs and have keys to your home so they can enter if necessary.

The programming of a monitoring centre is only possible via remote programming.

The emergency numbers 144, 117 and 118 may not be programmed into your TeleAlarm® S12; the telephone numbers of hospitals, doctors, etc. may not be programmed without getting permission to do so first.

### Automatic monitoring

The **AC adaptor** connects the TeleAlarm® S12 to your household current (230 Volts). If there is a power failure, a **backup battery** will ensure the power supply of the device for about 120 hours

The radio transmitter uses a lithium battery that can handle more than 3,000 transmissions.

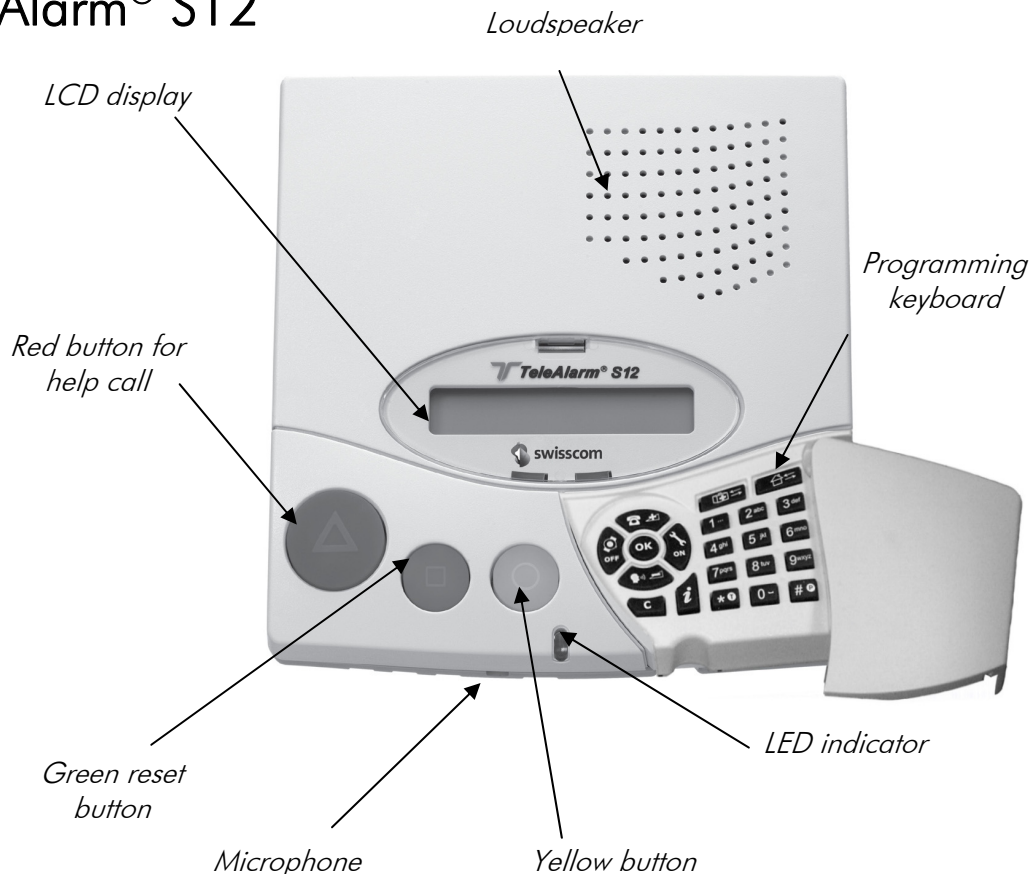
The power supply and telephone line, the TeleAlarm® S12 backup battery and the wrist transmitter battery are monitored.

If there is a loss of power or if one of the batteries runs low, the failure message will be shown on the TeleAlarm® S12 display. This information can be relayed to a monitoring centre.

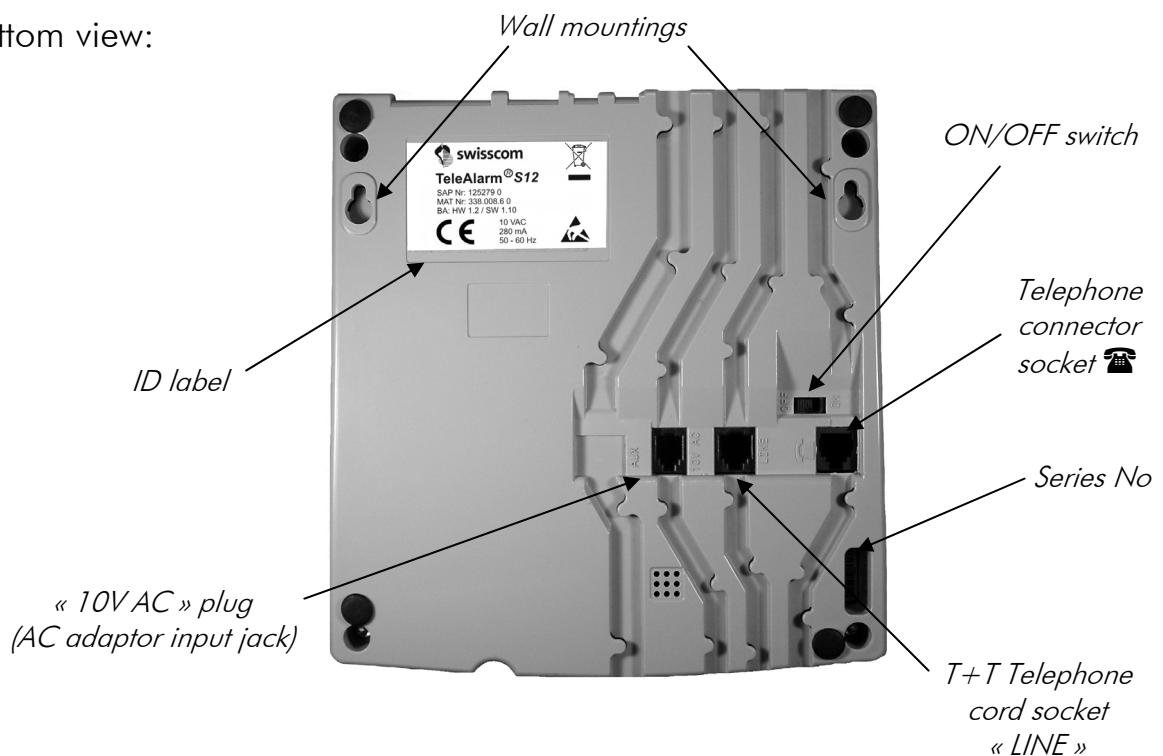


# Overview

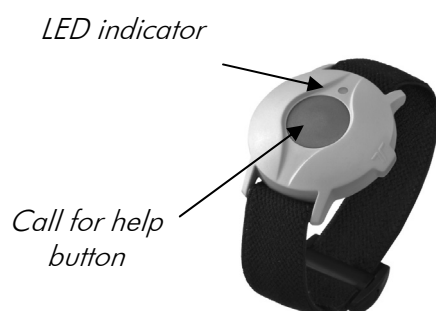
## TeleAlarm® S12



Bottom view:



### Wrist transmitter S37



### Further available accessories

For your TeleAlarm® S12 other accessories can be supplied. (Please contact your Swisscom dealer for further details).

For example:

- Additional wrist transmitters S37 ;
- Clip for wrist transmitter S37 ;

Your TeleAlarm® S12 includes the following accessories:

- TeleAlarm® S12 call for help unit;
- Wrist transmitter S37 ;
- Clip for wrist transmitter S37 ;
- AC adaptor ;
- Telephone network cord ;
- Telephone connection cord ;
- Instruction manual (this manual).

## Installation

### Positioning the TeleAlarm® S12

#### Installation on a piece of furniture

We recommend placing the TeleAlarm® S12 on a slip-proof surface. However, do not place anything (blanket, etc.) on top of the unit (loudspeaker!).

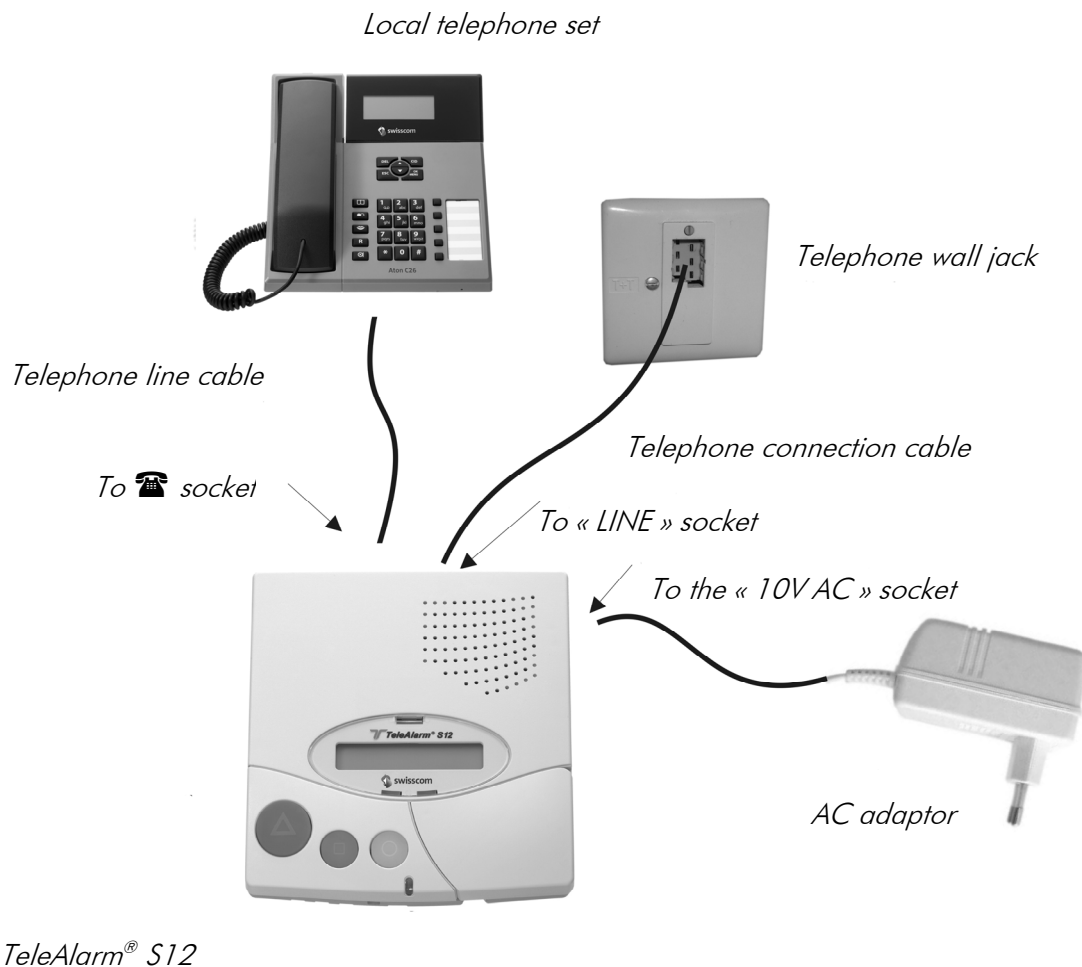
#### Wall mounting

Mount the TeleAlarm® S12 to a smooth wall surface using two screws set 157 mm apart. The power cord and the telephone cords should be placed inside the channels on the bottom of the TeleAlarm® S12.

### Connecting the TeleAlarm® S12

#### AC adaptor


Connect the TeleAlarm® S12 to the 230V household current. Insert the AC adaptor into the AC adaptor input jack « 10V AC » of the TeleAlarm® S12 and plug the AC adaptor into a 230V outlet. For safety reasons, we recommend that you use an outlet in close proximity to the TeleAlarm® S12 unit. The AC adaptor should be easy to reach.



### Telephone network cord

The TeleAlarm® S12 has a serial telephone connection and does not interfere with normal telephone use. However, the unit will not work on ISDN lines. Insert the small telephone connection plug into the telephone connection socket « LINE » and insert the large telephone connection plug into the telephone jack on the wall.

### Telephone connection cord

Insert one of the telephone connection cord plugs into the telephone connector socket  and insert the plug at the other end of the telephone connection cord into the phone for “serial” use with the unit.

## Getting started

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### Initial use

This section concerns only the initial programming of the unit with default factory settings (without centre programming). For future or additional programming operations, please refer to « PROGRAMMATION » section.

- ◇ Turn the ON/OFF switch on the bottom side of TeleAlarm® S12 to the ON-position.

After the unit has been turned on, the TeleAlarm® S12 will prompt you to select a language, to program an alarm recipient, a radio transmitter and a voice message.

When the unit is turned on, the display will show the following welcome message for a few seconds:



```
* TELEALARM S12 *  
Swisscom
```



The display will show the message:




```
Sprache 0  
Deutsch ↓
```

### Important note:

If you do not see this display at this point, it means that the unit has already been programmed. If this is the case, you can simply skip this section and follow the instructions in later sections for adding to or changing the programming.


◇ Select English using the keys  and  (up and down).

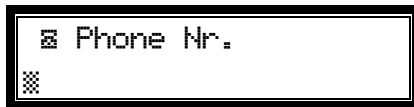
◇ Confirm your selection by pressing .

The display will show the message:



Destination Nr. 1  
Program



◇ Confirm that you wish to save the recipient as target 1 by pressing .



Phone Nr.  
█

◇ Enter the first alarm recipient's telephone number (up to 20 digits). Each digit can be one figure (0-9), an interval or an identification of a new dialling tone.

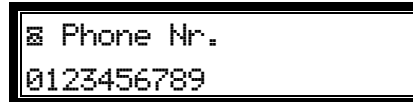
**Note:**

Dial tone identification (T) and intervals (P) can be entered by "double-clicking" the  (identification of a free telephone line) and  keys (time delay 6 seconds, before dialling is continued).



The emergency numbers 144, 117 and 118 may not be programmed into your TeleAlarm® S12; the telephone numbers of hospitals, doctors, etc. may not be programmed without getting permission to do so first.

**Note:**

At least one telephone number must be registered. If several telephone numbers are entered, please proceed afterwards to the section « Programming an alarm recipient ».



Phone Nr.  
0123456789

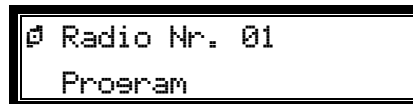
◇ Use  to delete an entry if you have made a mistake or confirm your selection by pressing .

The display will show the message:




Destination  
stored !

The display will show the message:



Radio Nr. 01  
Program

◇ Confirm that you wish to save the radio transmitter No. 1 by pressing .

**Note:**

At least one radio transmitter must be registered. If several radio transmitters are entered, please proceed afterwards to the section « Programming a radio transmitter ».

The display will show the message:



Press Radio  
Button

◇ Press the call for help button on your wrist transmitter S37.

# GETTING STARTED

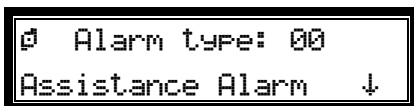
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When the transmitter code is accepted, the following display will temporarily appear.





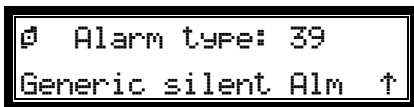
## Programming a silent alarm


The TeleAlarm S12 will invite you to assign an alarm type to the radio transmitter: select the alarm type "Assistance Alarm" for standard alarms.



Or do the following:

Select "Generic silent Alm" (Alarm type 39) for silent alarm by scrolling the display with the  and  keys.




Confirm by pressing the  key. The following display will temporarily appear.



then:



◇ Confirm your selection by pressing .

The display will show the message:

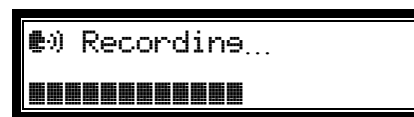



◇ Wait until the countdown has reached 0 and then start to speak after the beep tone to record the desired message.

## Sample of a recorded voice message:

*« This is a TeleAlarm call for help from Mr. Walter, press key four (4) on your telephone or call me back on 012 345 67 89. Before the conversation is ended, press key zero [0]. ».*

A bar will show the recording progress.



◇ Press  to cancel the recording before its maximum duration or wait until the end.

The display will show the message:



```
Voice message
stored !
```

then:



```
S12
is ready
```

The TeleAlarm<sup>®</sup> S12 is now in the **ready mode**, ready to call someone on your behalf if you trigger a call for help. The above stated “ready” message will be shown on the display screen, either on a continuous basis or alternating with warning messages if technical problems are detected (backup battery is dead, loss of power, telephone line is unplugged , etc.).

The TeleAlarm S12 can be programmed for silent dialling so that an alarm can be transmitted without any sound from the unit. This includes silent dialling and silent communication (voice channel from the TeleAlarm S12 to the receiver).

**Note:**

When the silent alarm mode is active, you can switch to the normal alarm mode by pressing twice key nine [9] on the telephone (see the Telephone key table on page 14).

The silent alarm can be activated separately for each programmed transmitter. (see “Programming Description” hereunder)

### Operation

**In case of emergency, the TeleAlarm® S12 will call people for you who can assist you.**

---

#### Triggering a call for help

- ◇ Via the S37 wrist transmitter: press the red call for help button.
  - ◇ Via the TeleAlarm® S12: press the red button.
- 

#### The pre-alarm

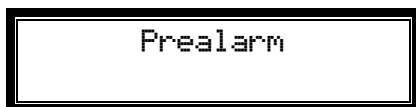
(Duration programmable from 1 to 254 seconds)

##### Notice:

This function is not available in «silent alarm» mode.

You will hear sound signals and the LED indicator will blink red.

The display will show the message:



During the pre-alarm you can cancel the call for help:

- ◇ Via the TeleAlarm® S12: press the green button.
- ◇ If the TeleAlarm® S12 has been programmed correspondingly (see page 28), you can also cancel the call for help by pressing again the

red button of your radio transmitter, after the red LED has turned off.

---

#### Contacting a private individual

If the pre-alarm period has expired, the LED indicator will change to a continuous red signal and the call for help unit will call the alarm recipient.

The display will show the message:



- The TeleAlarm® S12 will establish a telephone connection ;
  - The TeleAlarm® S12 play the **recorded voice** message several times ;
- 

#### Cancelling the call for help

By pressing the green button of the TeleAlarm® S12, it is possible to cancel the call for help anytime.



## Receiving alarms via telephone

### Notice:

Each touch-tone telephone can serve as a simple call for help receiver. The same applies to fixed network telephones as well as cell phones.

- The telephone set will ring, your contact will pick up the receiver ;
- Your contact will listen to the TeleAlarm® S12 Identification melody (see description in this document) and the recorded voice message, which are alternately played ;
- Your contact will press the key four (4) on the telephone ;
- He/she will hear a beep tone ;

### Notice:

When the "silent Alarm" is activated, it is only possible to "Listen". It is not possible to establish a duplex communication with the caller.

- He/she can speak to you for three minutes and assess the situation. Each time he/she presses the key four (4), he/she can speak to you for another three minutes.
- Use key three (3) to turn the volume up, key one (1) to turn it down.

He/she ends the call and acknowledges the call for help by pressing the key zero (0). Then he/she will hang up again.

- He/she will do whatever is possible to help as quickly as possible.

Telephone key.	Action on the TeleAlarm® S12
0	Interrupts the connection
1	Turns the volume down
3	Turns the volume up
4	For Assistance Alarms: <ul style="list-style-type: none"> <li>▪ Answers the call</li> <li>▪ Extends the conversation time by 3 minutes</li> <li>▪ Returns to hands-free communication</li> </ul> For Silent Alarms <ul style="list-style-type: none"> <li>▪ Answers the call</li> <li>▪ Extends the hearing time by 3 minutes</li> </ul>
7	Listening only (not in "silent Alarm" mode)
8	Speaking only (not in "silent Alarm" mode)

- The TeleAlarm® S12 can acknowledge the alarms by waiting for a callback. This is useful for certain old phone types. The TeleAlarm® S12 waits for incoming calls between the attempted calls for help. The LED indicator shows the alarm status. If a call comes within one minute, after a recipient has hanged up without pressing a key, the TeleAlarm® S12 will answer the call automatically. It will consider this as an acknowledgement on the part of the caller and arranges a hands-free communication.

## Presence control (daily report)

Via the presence control, you will also obtain help if you cannot press the call for help button. The TeleAlarm® S12 automatically initiates a call for help if no keys are pressed on the TeleAlarm® S12 for a certain preset amount of time.

### Note:

Presence control can only be turned on and off if the presence time is not set to zero (see the Programming section).

### Turning the presence control on

◇ Press the yellow button (or ).


The display will show the message :

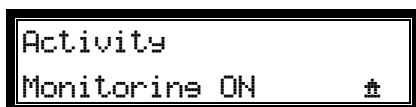


Alternate with the « **ready mode** ».

### Turning the presence control off

(For cases where you are absent for a longer period of time than the set presence time, such as visits, a vacation, etc..)

◇ Press the yellow button (or ) and hold it pressed for some time. The following message will be deleted:



## Triggering an automatic call for help

A call for help will be triggered automatically if the following conditions are met:

- Presence control is on.
- No key is pressed during the programmed time period.

The call sequence (calling your contacts) is the same as in « Contacting a private individual ».

---

## Back-lit coloured buttons

The three coloured buttons of the TeleAlarm® S12 are back-lit.

Therefore it is easier for the user to find the buttons in darkness and he/she will be informed about the actions possible in the corresponding situation under any circumstances.

---

## Priority switching

Your TeleAlarm® S12 features an integrated circuit to terminate a local telephone connection if a call for help transmission is required. This means that if your telephone is already being used, the connection will be interrupted to enable the call for help to be transmitted.

Ensure that the wiring and the plug connection of your call for help unit and the local telephone set has been executed properly.

---

## Taking phone calls through the transmitter

Each programmed radio transmitter allows you to take a phone call from anywhere in your home without having to go to the telephone.

If your telephone rings, the message will appear on your display :




- ◇ Press the call for help button on the assigned radio transmitter.
- ◇ The TeleAlarm® S12 now enables you to speak to the calling person in a « hands-free » communication.

---

## Locking the keyboard

The programming keyboard can be locked to prevent that a key is pressed by mistake.

- ◇ Briefly press the  key and then the  key to lock or unlock the keyboard.

The symbol for the locked keyboard  will appear on the LCD display, as soon as the keyboard is locked.

## Automatic monitoring

### Ready mode

In the ready mode the TeleAlarm® S12 will effect automatic monitoring operations as follows :

- Power supply from the mains ;
- Telephone line ;
- Integrated radio transmitter ;
- Internal backup battery ;
- Radio transmitter (battery and service).




The TeleAlarm® S12 constantly displays the current status (in the event of failures t and/or special modes) and uses the integrated LCD display, the LED indicator and the loudspeaker to this end..






### Signals of the LCD display

Examples of a failure :



The following table shows the complete list of the symbols on the LCD display :

Symbols of the operating mode	
	Presence control activated
	Programming keyboard locked
	Status of the backup battery

Symbols of the failure diagnosis	
	Telephone line faulty
	Power supply faulty
	Radio transmitter battery
	Backup battery dead
	Backup battery defect

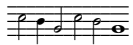



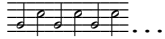







## Signals of the LED indicator

The LED indicator provides quick information on status and failures according to the following table:

Status	LED indicator
No failure detected	GREEN (continuous)
Failure detected	GREEN (blinking)
Pre-alarm	RED (blinking)
Call for help	RED (continuous)
Programming mode	ORANGE (blinking)

## Loudspeaker signals

As soon as a failure is detected or as soon as another unusual process occurs, the loudspeaker will inform you of this according to the following table via a sequence of sound signals:

Event	Tone
At the start-up	
At a hardware failure or in the programming mode as warning beep tone	
Immediately prior to the pre-alarm sound signal	
Pre-alarm sound signal (ringing)	
Pre-alarm sound signal (two-tone siren)	
TeleAlarm® S12 identification	
At the end of the alarm	
At a telephone line fault (continuous mode)	
At a power supply failure (continuous mode)	
At a valid testing of the radio transmitter range	
Before starting the recording of the voice message or at the successful reprogramming in the programming mode	
After the end of the recording of the voice message	

# PROGRAMMING

## Programming


Most of the parameters required for the normal operation can be programmed directly on the TeleAlarm® S12 unit. The independent programming is done via the programming keyboard and the LCD display of the TeleAlarm® S12.

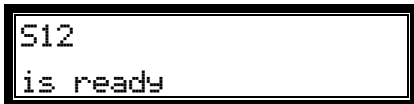
The next sections contain simple examples of the most important setting options, which are available for independent programming.

### Warning:

As long as the TeleAlarm® S12 is in the programming mode, it is not possible to transmit any alarm messages.

This mode regularly generates a beep tone. If invalid keys are pressed, a beep tone will indicate a mistake. After 4 minutes without any keys pressed, the TeleAlarm® S12 will leave the programming mode and return to the ready mode.

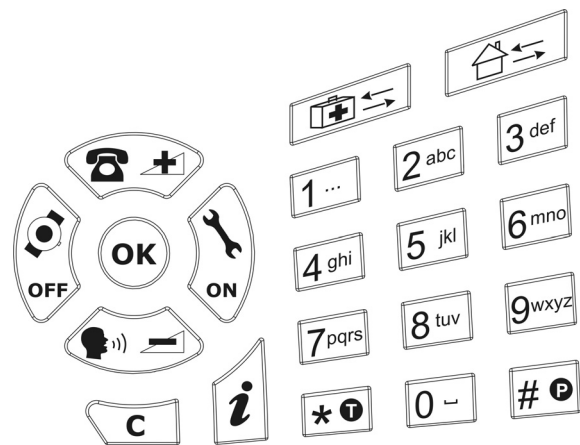
To leave the programming mode at once, press the  key (delete key) several times until the display shows :












(you are now in the **ready mode**).

The above message will be shown on the display screen, either on a continuous basis or alternating with warning messages if technical problems are detected (backup battery is dead, loss of power, no telephone connection, etc.).

## Keyboard overview




	Alarm receivers programming key Scroll up to the next parameter Increase the audio level
	Triggers programming key Turn OFF an "ON/OFF" function
	Access to special functions Turn ON an "ON/OFF" function
	Voice message programming key Scroll down to the previous parameter Decrease the audio level
	Confirmation key
	Cancel key
	Status query key (information)
	"Home-Away" control
	Not Used

## Programming or deleting a radio transmitter

Each (wireless) radio transmitter must be registered separately to enable the transmission of a call for help.


Your TeleAlarm® S12 is fitted with 20 storage positions for the registration of 20 radio transmitters.

This section describes the registration of additional radio transmitters.

- ◇ Press  (radio transmitter programming key) on the programming keyboard.


The display will show the message:

```
Ⓛ OK:Program
  0:Erase i:Info
```

- ◇ Press  to start the registration of a new radio transmitter.

The display will show the message:

```
Ⓛ Radio Nr. 02
  Program
```

- ◇ Press  to confirm that you wish to save the new radio transmitter in position 2.

The display will show the message:

```
Ⓛ Press Radio
  Button
```

- ◇ Press the alarm key on your radio transmitter key on your wrist transmitter S37.

## Programming a silent alarm



When the transmitter code is accepted, the following display will temporarily appear.

```
Ⓛ Transmitter code
  accepted
```


The TeleAlarm S12 will invite you to assign an alarm type to the radio transmitter: select the alarm type "Assistance Alarm" for standard alarms.

```
Ⓛ Alarm type: 00
  Assistance Alarm ↓
```

Or do the following:

Select "Generic silent Alm" (Alarm type 39) for silent alarm by scrolling the display with the  and  keys.

```
Ⓛ Alarm type: 39
  Generic silent Alm ↑
```

Confirm by pressing the  key. The following display will temporarily appear.

```
Ⓛ Transmitter
  Stored!
```



then:

```
Ⓛ OK:Program
  0:Erase i:Info
```

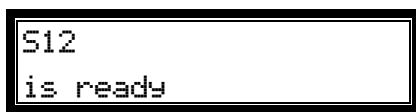
# PROGRAMMING

---

Your TeleAlarm® S12 is now ready to program another radio transmitter.

- ◇ Press  to save a new radio transmitter or  to end the programming and to return to the ready mode.

The display will show the message:



## Note:

To delete a radio transmitter, press



and then the key (0).

---

## Programming a silent alarm

The S12 has the possibility to send silent alarms. This means that all alarms will be generated without any sound.

The programming of this type of alarm can be done at initial use or when programming of a radio transmitter.

---


## Programming an alarm recipient

To receive a call for help from the TeleAlarm® S12 the alarm recipient's telephone number must be programmed in the unit.

Up to 8 recipients can be programmed in the TeleAlarm® S12. Each recipient is identified via his telephone number, which is programmed in a storage position. In the event of an alarm, the telephone numbers are called one after the other, until one of the recipients acknowledges the call.


This section describes how to program an alarm recipient, e.g.:

- The recipient's target : target 2
- Telephone number: 069 123 4566

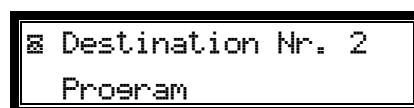
- ◇ Press  (the recipient's programming key) on the programming keyboard.

The display will show the message:



- ◇ Press  to start the programming of a new recipient.

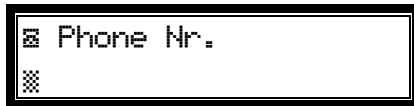
The display will show the message:





- ◇ Press **OK** to confirm that you wish to save the new recipient as target 2.

The display will show the message:



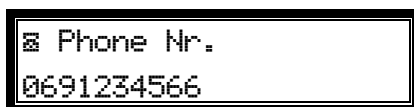
- ◇ Enter the alarm recipient's telephone number (up to 20 digits). Each digit can be one figure (0-9), an interval or an identification of a new dialling tone.

**Note:**

Calling tone identification (T) and intervals (P) can be entered by « double-clicking » the **\*0** (identification of a free telephone line) and **#0** (time delay 6 seconds, before dialling is continued) keys.

The emergency numbers 144, 117 and 118 may not be programmed into your TeleAlarm® S12; the telephone numbers of hospitals, doctors, etc. may not be programmed without getting permission to do so first.

The display will show the message:

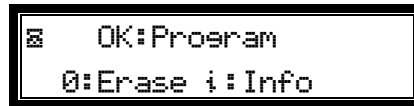


- ◇ Use **C** to delete an entry if you have made a mistake or confirm your selection by pressing **OK**.

The display will show the message:



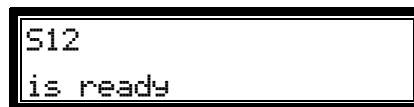
and then:



Your TeleAlarm® S12 is now ready to program another alarm recipient.

- ◇ Use **OK** to proceed without changing the preset values.
- ◇ Press **C** (delete key) to end the programming and to return to the ready mode.

The display will show the message:



**Note:**

It is critical that you fill out and send the enclosed tear-off postcards with instructions to each person programmed into your TeleAlarm system. The cards contain useful information about what to do when a call for help comes in. Write your telephone number and address on the left side and put the contact's telephone number and address on the right.

Don't forget to provide your contacts with a set of keys to your home.

## Monitoring centres

If you would like to be connected with a (24-hour) monitoring centre, please contact Swisscom, or contact a monitoring centre of your choice directly to learn more about getting connected.

## Recording voice messages


In the TeleAlarm® S12 one voice message of maximum 16 seconds can be programmed.

This message shall contain all information required by the person called to know who you are and how you can be reached.

### Sample of a recorded voice message :


*« This is a TeleAlarm call for help from Mr. Walter, press key four (4) on your telephone or call me back on 012 345 67 89 ».*

This section describes how to program voice messages for this call for help system.

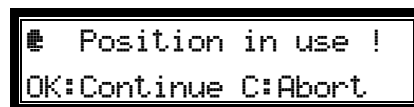
- ◇ Press  (programming key for voice messages) on the programming keyboard.


The display will show the message:



- ◇ Press  to start the recording of a new message.

The display will show the message:



- ◇ Press  to confirm that you wish to record the message.

The display will show the message:



- ◇ Wait until the countdown has reached (0) and then start to speak after the beep tone.



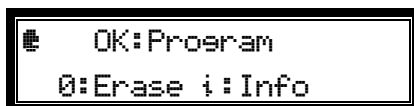
A bar will show the recording progress.

- ◇ Press **OK** to cancel the recording before its maximum duration or wait until the end.

The display will show the message:



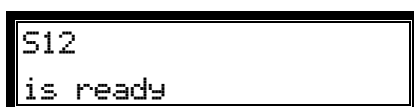
and then:



Your TeleAlarm® S12 is now ready again to change the voice message.

- ◇ Press **C** (delete key) to end the programming and to return to the ready mode.

The display will show the message:



## Programming general parameters


The operation of the TeleAlarm® S12 depends on the values of general parameters.

These are set to standard values during the production; they can, however, be changed to adapt the TeleAlarm® S12 to the users' specific needs.

The following table contains the parameters which can be programmed using the LCD display and the programming keyboard :


Code No	Global parameters
00	Programming language of the TeleAlarm® S12
02	Passive alarm
23	Button lights
24	Prealarm time
25	Prealarm sound
29	Prealarm stop

## Programming the language of the TeleAlarm® S12

- ◇ Press  (programming key for parameters) on the programming key.

The display will show the message:

```
! OK:Program
  i:Info
```

- ◇ Press  to edit the parameter values.

The display will show the message:

```
! Parameter Nr. 00
  Language
```

- ◇ Press  to confirm this selection.

The display will show one of those messages:

```
! Language 0
  Deutsch ↓
```

or:

```
! Language 1
  Francais ⌀
```

or:

```
! Language 2
  Italiano ⌀
```

or:

```
! Language 3
  Enelish ↑
```

- ◇ Select the language using the keys  and  (Up and down)

- ◇ Press  to confirm the respective language.


The display will show the message:

```
! Parameter
  Stored !
```

and then ;

```
! Parameter Nr. 00
  Language ↓
```

Your TeleAlarm® S12 is now ready to program further parameters.


Press the  key (delete key) twice to end the programming and to return to the ready mode.

The display will show the message:

```
S12
is ready
```


## Programming presence control

Via the daily report (presence control) you will also obtain help if you cannot press the call for help button. The TeleAlarm® S12 automatically initiates a call for help if no keys are pressed on the TeleAlarm® S12 for a certain preset amount of time.

- ◇ Press  programming key for parameters) on the programming keyboard.

The display will show the message:





- ◇ Press  to edit the parameter values.

The display will show the message:



- ◇ Enter **02** via the programming keyboard to edit the daily report.

### Note :

You can also move the list up and down using  and  (up and down).

The display will show the message:




- ◇ Press  to confirm this selection.

The display will show the message:



### Note :

The time period can be set from 0 to 99 hours.

- ◇ Enter for example **24** via the programming keyboard and press  to confirm this.


The display will show the message:



and then ;




Your TeleAlarm® S12 is now ready to program further parameters.

- ◇ Press  (delete key) twice to end the programming and to return to the ready mode.

The display will show the message:




## Programming the keyboard illumination

- ◇ Press  (programming key for parameters) on the programming keyboard.

The display will show the message:



```
OK: Program
i: Info
```

- ◇ Press  to edit the parameter values.



The display will show the message:



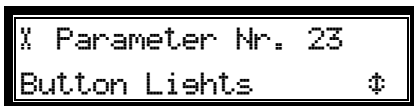
```
Parameter Nr. 00
Language
```

- ◇ Enter **23** via the programming keyboard to edit the daily report.

### Note :

You can also move the list up and down using  and  (up and down).


The display will show the message:



```
Parameter Nr. 23
Button Lights $
```

- ◇ Press  to confirm this selection.

The display will show the message:



```
Button Lights 1
ON
```

- ◇ Enter **0** via the programming keyboard.

The display will show the message:



```
Button Lights
OFF
```


Press  to confirm this.

The display will show the message:




```
Parameter
Stored !
```

and then ;



```
Parameter Nr. 23
Button Lights $
```

Your TeleAlarm<sup>®</sup> S12 is now ready to program further parameters.

- ◇ Press the  key (delete key) twice to end the programming and to return to the ready mode.

The display will show the message:



```
S12
is ready
```


### Note :

If the illumination of the functional keys is switched off, no key will continuously be illuminated in the "ready mode". During a call for help, the functional illumination of these keys will nevertheless be maintained.

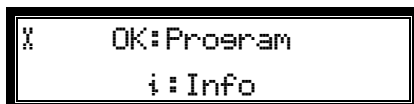
## Programming the Prealarm period and Prealarm sound signal


To change the duration and the sound signal of the pre-alarm mode, you can proceed as in the following example:

- Prealarm period: 6 seconds
- Prealarm sound signal: Two-tone siren

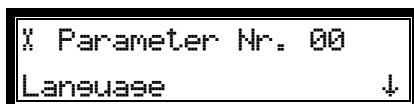
◇ Press  (programming key for global parameters) on the programming keyboard.

The display will show the message:





◇ Press  to edit the values of the global parameters.

The display will show the message:

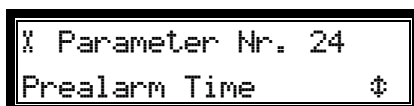


◇ Enter **24** via the programming keyboard to edit the pre-alarm period.

### Note :

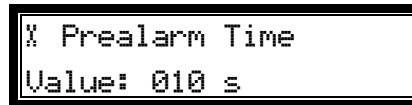
You can also move the list up and down using  and  (up and down).


The display will show the message:



◇ Press  to edit this parameter.

The display will show the message:

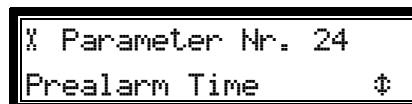


◇ Enter the new duration **6** or **006** (example for 6 seconds) via the programming keyboard and press  to confirm this.

The display will show the message:





and then:



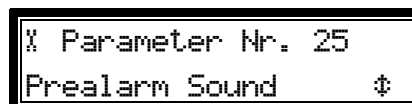
Your TeleAlarm® S12 is now ready to program further global parameters.

◇ Enter **25** via the programming keyboard to edit the Prealarm sound signal.

### Note :

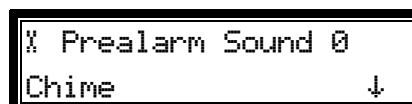
You can also move the list up and down using  and  (up and down).

The display will show the message:



◇ Press  to edit this parameter.



The display will show the message:



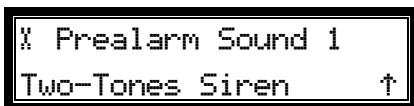
# PROGRAMMING

- ◇ Enter **1** via the programming keyboard to set the sound signal of the « two-tone siren ».

## Note :

You can also move the list up and down using  and  (up and down).

The display will show the message:



```
% Prealarm Sound 1
Two-Tones Siren  ↑
```

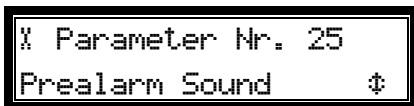
- ◇ Press  to confirm this.

The display will show the message:




```
% Parameter
Stored !
```

and then:

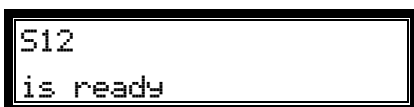


```
% Parameter Nr. 25
Prealarm Sound  ↓
```

Your TeleAlarm® S12 is now ready to program another parameter.

- ◇ Press the  key (delete key) twice to end the programming and to return to the ready mode.


The display will show the message:



```
S12
is ready
```

## Programming the prealarm stop


Stopping a call for help via the transmitter during the prealarm period.

- ◇ Press  (programming key for parameters) on the programming keyboard.

The display will show the message:



```
% OK:Program
i:Info
```

- ◇ Press  to edit the parameter values.



The display will show the message:



```
% Parameter Nr. 00
Language
```

- ◇ Enter **29** via the programming keyboard to edit the pre-alarm stop.

## Note :

You can also move the list up and down using  and  (up and down).

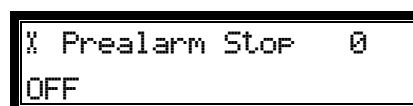
The display will show the message:



```
% Parameter Nr. 29
Prealarm Stop  ↑
```

- ◇ Press  to edit this parameter.

The display will show the message:



```
% Prealarm Stop 0
OFF
```


- ◇ Enter **1** via the programming keyboard.



The display will show the message:



```
X Prealarm Stop 1
ON
```

◇ Press  to confirm this.

The display will show the message:




```
X Parameter
Stored !
```

and then:

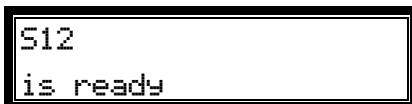


```
X Parameter Nr. 29
Prealarm Stop ↑
```

Your TeleAlarm® S12 is now ready to program further parameters.

◇ Press  (delete key) twice to end the programming and to return to the ready mode.

The display will show the message:



```
S12
is ready
```

## Checking the system and troubleshooting

TeleAlarm® specially recommends carrying out a check of the alarm transmission to each recipient after having installed or reprogrammed the TeleAlarm® S12.

In addition, a check of the radio range should be effected to ensure that the radio transmitters are heard everywhere at the site of installation.


Finally it is especially recommended to carry out the check of the alarm transmission regularly.

---

## Checking the radio range

Your TeleAlarm® S12 is fitted with an integrated function which allows you to perform a radio range check for a wireless unit (wrist transmitter) without initiating a call for help.

To proceed, you must enter the secured mode of the TeleAlarm® S12.

- ◇ Press quickly three times  on the programming keyboard to enter the **secure mode**.

The TeleAlarm® S12 will prompt you to enter a 6-digit code which corresponds to the secured function you wish to use.



Enter code

- ◇ Enter the following code : 194159.

The LCD display will confirm that you have started a **radio range check**





Radio Range Check

The TeleAlarm® S12 will generate a loud beep whenever a registered radio transmitter is received.

- ◇ Walk through the rooms and push the call for help button on your wrist transmitter to ensure that you can hear the TeleAlarm® S12 beep signal.

This will allow you to determine the area which is covered by the radio transmitter.

- ◇ Leave the radio range check mode by pressing  and then leave the secured mode by pressing .

Your TeleAlarm® S12 is now in the **ready mode** and ready for operation.

**Warning :**  
Your TeleAlarm® S12 will not be able to transmit any alarm messages as long as it is in the secured mode.

### Periodical alarm transmission test

Carry out this test on a regular basis.

- ◇ Trigger a call for help via your wrist transmitter S37 and wait for a connection in order to be able to talk with the person who received your call. This person will acknowledge the call for help and your TeleAlarm® S12 will return to the ready mode.

This simple procedure allows you to check that the basic functions and the wiring of your system work properly.

### After programming alarm transmission test

After initial installation or after any change of programmed parameters, it is specially recommended to perform a transmission test to each alarm recipient in order to ensure that it is received correctly.

- ◇ To check the programming, each contact can be called individually. The TeleAlarm® S12 will then carry out this call only.
- ◇ Press the call for help button of the wrist transmitter S37 or the red key of the TeleAlarm® S12.
- ◇ Select one of the possible eight contacts using the keys one (1) to eight (8) of the programming keyboard (during the pre-alarm period).
- ◇ Make sure the contact reacts correctly to the call for help. Check all contacts programmed into the unit.
- ◇ If you cannot contact one recipient, check the programming to make sure that the telephone number has been entered properly.

### Warnings and conditions

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#### Important safety instructions

- Carry out a test alarm regularly to make sure that your TeleAlarm® S12 will work properly. (Follow the procedure which is described in this manual).
- Operate the TeleAlarm® S12 on 230V AC, 50 Hz with using the provided AC adaptor.
- If you intend not to use the unit for a longer period of time, make sure that the AC adaptor is plugged out from any 230V outlet; that the telephone jack is disconnected and the unit is switched off.
- Do not use the TeleAlarm® S12 in the immediate vicinity of water.
- Do not block any ventilation outputs.
- Install it in compliance with the manufacturer's instructions.
- Do not place the unit in the immediate vicinity of heat sources or direct sun light.
- Avoid excess dust and mechanical shock.
- Occasionally wipe off your TeleAlarm® S12 with a dry cloth. **Avoid cleaning agents.**

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#### Battery maintenance instructions

Charge your battery completely over 24 hours before using your TeleAlarm® S12 for the first time, after having replaced the battery or after a longer power interruption.

The battery will charge correctly in a temperature range from +5°C to +45°C.

A new battery or a battery which has not been used for a longer period of time, might show a reduced capacity in its first application.

A rechargeable battery can be charged and discharged more than a hundred times. It will, however, wear out sometime and this is no defect

TeleAlarm® recommends replacing a battery which is no longer capable of ensuring a minimum energy accumulation of 60 hours in the ready mode and a minimum autonomy of half an hour in the alarm mode with "hands-free" speech communication.

### Disposal of the batteries

Please check your local regulations with respect to the disposal of batteries or call your Swisscom dealer to obtain the corresponding information.

The batteries must not be thrown into normal waste. If available, use a disposal facility.

**CAUTION:**

There is a risk of explosion if the batteries are replaced with wrong types. The batteries should be replaced by qualified personnel only. Dispose of used batteries according to Instructions and regulations.

### Environmental impact

At the end of its working life this device must not under any circumstances be disposed of as normal waste. It must be taken to a reseller or central collection point for electronic and electrical devices in accordance with the Swiss Ordinance on the Return, Taking Back and Disposal of Electrical and Electronic Appliances (ORDEA).

The individual materials are recyclable as indicated. By reutilizing, recycling or re-using them in any other form, you are making a major contribution towards environmental protection.



### Important information

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#### Licence and conformity

This unit has been designed for operation within the analog Swiss network. Country-specific characteristics have been considered. In case of inquiries with respect to differences in the public telephone network, please contact your specialist dealer and/or your network operator.

The compliance of the unit with the basic requirements of the R&TTE directive is certified via the CE mark.

The integrated radio receiver complies with class 1 as specified in EN 300 220 V2.1.1, duty cycle < 0.1%.

The declaration of conformity can be found on the internet at:

**[www.swisscom.com/onlineshop](http://www.swisscom.com/onlineshop)**  
under the heading of telephone, declarations of conformity

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### Repair / Maintenance

#### Rented units

If your telephone does not work properly, inform the fault clearing service (telephone number 0800 800 800). The repair <sup>1)</sup> and the fault deployment are free of charge.

#### Purchased units

The repair services are carried out free of charge within the warranty period pursuant to the provisions of the warranty certificate <sup>1)</sup>. If a repair must be carried out, the unit must be returned to the point of purchase. If the fault clearing service is required, even during the warranty period, the fault deployment will be charged (distance lump-sum as well as time expenses). After the warranty period has expired, the material costs will be charged additionally.

#### Storage battery

Storage battery packs are included in the consumption parts which are not included in the warranty services. Defective accumulators are not replaced free of charge.

This applies to rented and purchased units.

#### Help

If you have general questions about e.g. products, services, etc. please contact the Swisscom information office (telephone number 0800 800 800).

#### General information

<sup>1)</sup> with the exception of damage to wear parts (cables, inscription plates, storage battery, etc.) and damage caused by improper handling (damage due to dropping, entered liquids, etc.).



