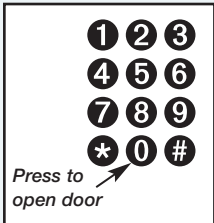


### How do I know if a call is from the door panel?

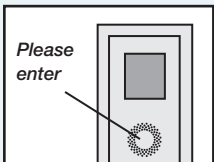
When you answer the phone you'll hear a message "Call from Door Panel" – just speak to your Visitor as you normally would when on the phone!



### What do I then do if I want to open the door?

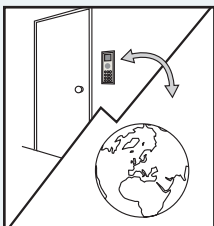
Just press the **0** button on your handset... and release it immediately, you don't need to hold it down.

Press the **2** button on the handset to open a 2<sup>nd</sup> door or gate controlled by the **same** TVTEL<sup>®</sup> panel, if applicable.



### What happens after I've pressed the 0 button?

Both you and your Visitor will hear the message "Please enter".



### Do I have to be in the building to open the door?

You can open the door from anywhere in the world! Just press the **0** button.

### What if I don't want to let the visitor in?

Press the **#** button to end the call immediately or, don't press the **0** button and hang-up or, press the "End Call" button on a cordless or mobile phone.

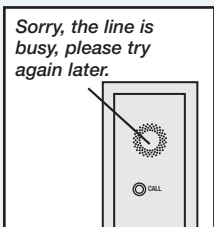


### What happens if I'm not at home?

If you've got an answer machine or BT Call-Minder your Visitor can leave you a message.

### What happens if I'm already on the phone?

If you've given us a 2<sup>nd</sup> telephone number, TVTEL<sup>®</sup> will automatically call it.



### What if I don't have a 2<sup>nd</sup> telephone number and am already on the phone?

TVTEL<sup>®</sup> will advise your Visitor that you are busy and to call back later.

If you have BT Call-Waiting you'll always know if somebody is trying to call you.



**TIP**

Use a "Pay As You Go" mobile phone as your handsfree door entry phone – it won't cost you a penny, you'll never be on the phone when a visitor calls and TVTEL<sup>®</sup> will still divert the call when you are out!



### Can TVTEL<sup>®</sup> call mobile telephone numbers?

TVTEL<sup>®</sup> can call any landline, mobile or extension number that has been programmed into it.



### Can I divert the call from the TVTEL<sup>®</sup> panel to my office?

With BT Call-Divert you can divert the call anywhere you want (the cost of the divert is at your expense).

You can be on your office landline, on the mobile out shopping or skiing in Meribel... TVTEL<sup>®</sup> makes a telephone call to **your** number, what you do with it is up to you.



### Can TVTEL<sup>®</sup> do the diverting for me?

Of course, if the TVTEL<sup>®</sup> call is not answered within the default 25 seconds it will automatically dial your 2<sup>nd</sup> telephone number, for example, your mobile. But make sure your answer machine or BT Call-Minder switches on after 25 seconds. If not, your Visitor will leave a message for you and the call will not divert to your 2<sup>nd</sup> number.



### Can I see the Visitor if I don't know them?

If your TVTEL<sup>®</sup> panel has a camera\* then you'll be able to see your Visitor on all of your televisions. You can even record unwelcome visitors if you have a VCR.



### Do I need special televisions?

Any TV – wide screen, flat screen, plasma – it doesn't matter! As long as it plugs into a TV socket you can use it!

The picture from the camera\* in the TVTEL<sup>®</sup> panel is simply another TV channel. What channel number you give it and what you do with the picture is up to you – check out the features available on your TV system.



\*Camera feature is optional.