

# **Telguard<sup>®</sup> Tg-5 GSM**

**850/1900 MHZ GSM (DUAL BAND)**

## *USER MANUAL*

## **IMPORTANT NOTICES**

### **TERMS AND CONDITIONS FOR USE OF TELGUARD TG-5**

#### **PRODUCTS ("Product")**

These Terms and Conditions are a legal contract between you and Telular Corporation for the title to and use of the Product. BY RETAINING AND USING THE PRODUCT AFTER RECEIPT OF IT, YOU AGREE TO THE TERMS AND CONDITIONS INCLUDING WARRANTY DISCLAIMERS, LIMITATIONS OF LIABILITY AND INDEMNIFICATION PROVISIONS BELOW. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS, DO NOT USE THE PRODUCT AND IMMEDIATELY RETURN THE UNUSED PRODUCT FOR A COMPLETE REFUND. You agree to accept sole responsibility for any misuse of the Product by you; and, in addition, any negligent or illegal act or omission of your or your agents, contractors, servants, employees, or other users of the Product so long as the Product was obtained from you, in the use and operation of the Product.

**INDEMNIFICATION OF TELULAR CORPORATION ("TELULAR") YOU SHALL INDEMNIFY, DEFEND AND HOLD HARMLESS TELULAR FOR ANY OF THE COST, INCLUDING REASON-ABLE ATTORNEYS' FEES, AND FROM CLAIMS ARISING OUT OF YOU, YOUR CLIENTS' OR OTHER THIRD PARTIES' USE OR OPERATION OF THE PRODUCT: (i) FOR MISUSE OR IN A MANNER NOT CONTEMPLATED BY YOU AND TELULAR OR INCONSISTENT WITH THE PROVISIONS OF THIS MANUAL; (ii) IN AN ILLEGAL MANNER OR AGAINST PUBLIC POLICY; (iii) IN A MANNER SPECIFICALLY UNAUTHORIZED IN THIS MANUAL; (iv) IN A MANNER HARMFUL OR DANGEROUS TO THIRD PARTIES; (v) FROM CLAIMS BY ANYONE RESPECTING PROBLEMS, ERRORS OR MIS-TAKES OF THE PRODUCT; OR (vi) COMBINATION OF THE PRODUCT WITH MATERIAL, MODIFICATION OF THE PRODUCT OR USE OF THE PRODUCT IN AN ENVIRONMENT NOT PROVIDED, OR PERMITTED, BY TELULAR IN WRIT-ING.**

**THE PARTIES SHALL GIVE EACH OTHER PROMPT NOTICE OF ANY SUCH COST OR CLAIMS AND COOPERATE, EACH WITH THE OTHER, TO EFFECTUATE THIS INDEMNIFICATION, DEFENSE AND HOLD HARMLESS.**

**PLEASE SEE THE *IMPORTANT NOTICES* SECTION OF THIS MANUAL FOR IMPORTANT INFORMATION ON USE, WARRANTY AND INDEMNIFICATION**

**Telular Corporation**  
**Corporate Headquarters**  
647 North Lakeview Parkway  
Vernon Hills, Illinois 60061, USA

## USER MANUAL

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## Battery Operation

The unit will automatically switch from AC to battery upon loss of AC power. Battery power will provide up to 24 hours of standby and 90 minutes of talk time.

## Making Calls

1. Pick up the telephone handset (the phone is now "off-hook").
2. Listen for dial tone. If service is not available, a No-Service tone is produced. Hang-up the phone and try again. If the No-Service tone continues, contact your service provider to verify that cellular service is available.
3. Dial the phone number. The call will be sent automatically.

**HINT:** Pressing the Flash key or pressing and releasing the switch-hook after dialing a number will send the call immediately.

**Note:** The TG-5 will work with tone-dial (DTMF) phones only. Rotary dialing is not supported.

## Receiving Calls

When the telephone rings, pick up the handset and begin talking.

## Ending Calls

Hang-up the phone (place the handset back onto the telephone cradle).

## In-Call Features

### Place a Call on Hold

To place a call on hold, press the *Flash* key on your phone. If your phone does not have a *Flash* key, press and release the *Switch-Hook*. When the call is on hold, you will hear a dial tone on your phone. After 30 seconds, a short beep tone will indicate that you have a call on hold. If you hang-up your phone when a call is on hold, the phone will ring. Picking-up the handset will connect you to the call that was on hold.

### Retrieve a Call on Hold

Press the *Flash* key or press and release the switch-hook to go back to your held call.

### Make a New Call with a Call on Hold (Three-way Calling)

If you want to make another call when the first call is placed on hold, dial the number when you hear a dial tone after the call has been placed on hold. See *Place a Call on Hold* above. After you have connected to the third party, pressing *Flash* or pressing and releasing the *Switch-hook* will connect all three parties. If the third party does not answer, or the line is busy, pressing *Flash* will reconnect you to the original call. You cannot go back and forth between calls. If you hang-up the phone all calls will be disconnected.

### Answer Call Waiting

When you're on an active call, you will hear a beep tone on your phone when an incoming call is received. To answer the new call and place the first call on hold, press *Flash* or press and release the *Switch-Hook*. Pressing *Flash* again will connect the original call and put the new call on hold. You can alternate between the calls by pressing *Flash*.

### Answer a Call when Dialing or Off Hook with Dial Tone

Sometimes you may receive a call as you are dialing or when you're just about to dial a number. If this happens, you will hear a call waiting tone (beep tone) on your phone. Press *Flash* or press and release the *Switch-Hook* to answer the call.

### Adjust the Volume Level

If the volume level on the phone is too high or too low, adjust the levels using the keypad on the telephone. • To Increase Volume press: **# \* 8 #**

• To Decrease Volume press: **# \* 3 #**

**NOTE:** The default setting allows adjustment of the volume three (3) steps from the default in either direction (Up or Down). The volume setting remains in effect for future calls until changed manually..

*Call Hold, Call Waiting, and Two-Line Calling are all network dependent features. Contact your service provider for information on activating these features.*

## **Telguard TG-5 USER FEATURES**

The TG-5 has many user features and setup options that can be accessed using a telephone connected to the TG-5. To access these features, press the key sequence for the option at any time. Some options are not available while in a call. See the *Call Functions* section of this manual for functions that are allowed while in an active call (In-Call Functions).

All user options have a sequence of digits entered from the telephone keypad. For example, to enable anonymous call rejection, press: \* 7 7. After the key sequence is entered, the dialtone will stutter to confirm that the option has been changed or set. If there is an error, three tones, will be heard before the dial tone.

### **Messages (Voice Mail)**

The TG-5 is capable of receiving voice mail messages. Dial tone will be interrupted by a beep to indicate that a text or voice message is waiting.

#### **Voice Mail – Setting Up Your Voice Mail Box/Password/Greeting**

- Dial your wireless number. If you're calling from a phone other than one connected to the Telguard, dial the number assigned to the Telguard and then press the \* key to interrupt the greeting.
- The system will ask for a temporary password. Please enter 1 1 1 1 #
- At the prompt, press the # key to begin setting up the mail box.
- The systems will ask you to create a new 4- to 15-digit password, then press #. This is your password for retrieving messages.
- You will also be prompted to record a personal greeting or select a standard system greeting.

#### **Voice Mail - Listening to Your Messages**

- Dial the Telguard phone number.
- Press # to interrupt the greeting.
- Enter your password.
- The systems will automatically play new voice messages.
- After listening to a message, the system will prompt you to SAVE or ERASE. If you do not respond, your message will be skipped and the next message will begin to play.

#### **Voice Mail - Forwarding a Message within the voice Mail System**

- After listening to a message, press 6.
- When asked, record an introductory comment, then press #.
- Enter the 10-digit voice mail box or group list number, then press #.
- Press # again to forward or 0 for a special delivery option.

#### **Disable Call Waiting for the Next Call**

- To Disable Call Waiting press: \* 7 0

Disabling Call Waiting will prevent an incoming call from interrupting the next call you make or receive.

#### **Anonymous Call Rejection**

- To Enable anonymous call rejection press: \* 7 7
- To Disable anonymous call rejection press: \* 8 7

Enabling Anonymous Call Rejection prevents an incoming call from ringing your phone if the call does not include Caller ID. The incoming call will automatically be connected to your voice mail.

#### **Block Your Caller ID for the Current Call**

- To Block your Caller ID press: \* 6 7 and dial the number you are calling.

Blocking your caller ID for the current call will prevent the party you are calling from knowing your Caller ID (phone number).

#### **Unblock Your Caller ID for the Current Call**

- To Unblock your Caller ID press: \* 8 2 and dial the number you are calling.

Unblocking your caller ID for the current call will allow the party you are calling to know your Caller ID. This option only has an effect if your service normally blocks your Caller ID from going out. Contact your service provider for more information.

## CONFORMANCE STATEMENTS

The TG-5 850/1900 MHz (Dual Band) models are in conformance with the requirements of the applicable EU CE Council Directives.

The TG-5 850/1900 MHz Dual Band models are in conformance with all applicable FCC requirements.

### FCC Part 15 Class B Compliance

TG-5 model has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Changes or modifications not expressly approved by Telular Corporation will void your authority to operate the equipment per FCC part 15 paragraph 15.21. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the antenna.
- Increase the separation between the equipment and the terminal.
- Connect the equipment into an outlet on a circuit different from that to which the terminal is connected.
- Consult your Authorized Telular Distributor or an experienced radio/TV technician for help.

## SAFETY INFORMATION

The Telguard TG-5 functions as both a radio transmitter and receiver. When it is ON, the TG-5 receives and sends out radio frequency (RF) energy. The TG-5 GSM 850/1900 Dual-Band unit operates in the frequency ranges of 824 MHz to 849 MHz and 1850 MHz to 1909 MHz. When you use the TG-5, the cellular system handling your call controls the power level at which the unit transmits.

### Exposure to RF (Radio Frequency) Energy

In 1991, the Institute of Electrical and Electronics Engineers (IEEE), and in 1992, the American National Standards Institute (ANSI), updated the 1982 ANSI Standard for safety levels with respect to human exposure to RF energy. After reviewing the available body of research, more than 120 scientists, engineers and physicians from universities, government health agencies and industry developed this updated Standard. In March, 1993, the U.S. Federal Communications Commission (FCC) proposed the adoption of this updated Standard. The design of the Telular Telguard® TG-5 complies with this updated Standard. Of course, if you want to limit RF exposure even further than the updated ANSI Standard, you may choose to control the duration of your calls and operate your phone in the most power-efficient manner. To insure compliance with the standard, when selecting a mounting location for your Telguard TG-5 do not mount it (or its associated antenna) in an area where the general public could reasonably be within 8 inches (20 centimeters) of the antenna.

### Temperature Environment

**Operating Temperature:** From -10°C to +50°C ; Up to 95% relative humidity (non-condensing).

**Storage Temperature:** From -40°C to +60°C; Up to 95% relative humidity (non-condensing).

### Antenna Care and Replacement

Do not use the Telguard TG-5 with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Have the antenna replaced by a qualified technician immediately. Use only a manufacturer-approved antenna. Unauthorized antennas, modifications, or attachments could damage the Telguard TG-5.

### Exposure to electronic Devices

Most modern electronic equipment is shielded from RF energy. However, RF energy from cellular devices may affect inadequately shielded electronic equipment.

RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or its representative to determine if these systems are adequately shielded from external RF energy.

Consult the manufacturer of any personal medical devices (such as pacemakers, hearing aids, etc.) to determine if they are adequately shielded from external RF energy.

## **! . WARRANTY**

### **I. WHAT THIS WARRANTY COVERS AND FOR HOW LONG:**

TELULAR CORPORATION ("Telular") warrants to a distributor Buyer, or to a customer only if the customer is a Buyer directly from Telular, that the Products (including accessories) shall comply with the applicable Specifications and shall be free from defects in material and workmanship under normal use and service for a period of fifteen (15) months from date of shipment from Telular. Telular, at its option, shall at no charge either repair, replace or refund the purchase price of the Product during the warranty period, provided it is returned by Buyer in accordance with the terms of this warranty to the Telular designated repair center. Repair or replacement, at Telular's option, may include the replacement of parts, boards or Products with functionally equivalent reconditioned items. Repaired and replacement items are warranted for the balance of the original warranty period. All replaced items shall become the property of Telular. **SUCH ACTION ON THE PART OF TELULAR SHALL BE THE FULL EXTENT OF TELULAR'S LIABILITY HEREUNDER, AND BUYERS EXCLUSIVE REMEDY.** Buyer shall be responsible for all costs and expenses incurred by Buyer including without limitation any handling, labor or transportation charges. **OTHER THAN AFORESAID, THIS EXPRESS WARRANTY IS EXTENDED BY TELULAR TO BUYER ONLY AND NOT TO BUYER'S CUSTOMERS OR USERS OF BUYER'S PRODUCTS.**

### **II. HOW TO OBTAIN WARRANTY SERVICE**

Product covered under this warranty shall only be accepted from and returned to Buyer's designated repair center. Buyer's dealers, distributors, agents, and end users cannot submit items to Telular under this warranty. To receive warranty service an RMA number must first be obtained from Telular Technical Support. The defective or non-compliant Product should be sent by Buyer freight pre-paid to: Telular Corporation, 647 North Lakeview Parkway, Vernon Hills, IL 60061, USA or other designated location. The product must be packaged in the original carton and packing material or an equivalent package and must have the assigned RMA number clearly marked on the carton. Returned Product received without an RMA number will be returned to the sender.

### **III. WARRANTY CONDITIONS:**

This is the complete warranty for the Products manufactured by Telular and sold to Buyer. Telular assumes no obligation or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Telular. Unless made in separate written agreement between Telular and Buyer, Telular does not warrant the installation, field maintenance or service of the Products or parts.

**TELULAR CANNOT BE RESPONSIBLE IN ANY WAY FOR ANY ANCILLARY EQUIPMENT NOT FURNISHED BY TELULAR WHICH IS ATTACHED TO OR USED IN CONNECTION WITH THE PRODUCTS OR FOR OPERATION OF THE PRODUCTS WITH ANY ANCILLARY EQUIPMENT AND ALL SUCH EQUIPMENT IS EXPRESSLY EXCLUDED FROM THIS WARRANTY.**

**FURTHERMORE, TELULAR CANNOT BE RESPONSIBLE FOR ANY DAMAGE TO THE PRODUCTS RESULTING FROM THE USE OF ANCILLARY EQUIPMENT NOT FURNISHED BY TELULAR FOR USE WITH THE PRODUCTS.**

**WHEN THE PRODUCT IS USED IN CONJUNCTION WITH ANCILLARY OR PERIPHERAL EQUIPMENT NOT MANUFACTURED BY TELULAR, TELULAR DOES NOT WARRANT THE OPERATION OF THE PRODUCT/PERIPHERAL COMBINATION, AND TELULAR SHALL HONOR NO WARRANTY CLAIM WHERE THE PRODUCT IS USED IN SUCH A COMBINATION AND IT IS DETERMINED BY TELULAR THAT THERE IS NO FAULT WITH THE PRODUCT. TELULAR DISCLAIMS LIABILITY FOR RANGE, COVERAGE, AVAILABILITY, OR OPERATION OF THE CELLULAR SYSTEM WHICH IS PROVIDED BY THE CARRIER.**

### **.IV. WHAT THIS WARRANTY DOES NOT COVER:**

(a) Subsequent upgrades and enhancements to the Product. (b) Defects, non-compliance or damage resulting from use of the Product in other than its normal and customary manner or environment. (c) Defects, noncompliance or damage from misuse, lightening, accident or neglect. (d) Defects, noncompliance or damage from improper testing, operation, maintenance, installation, adjustment, or any alteration or modification of any kind. (e) Product disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim. (f) Product which has had the serial number removed or made illegible. (g) Defects, non-compliance or damage due to spills of food or liquid. (h) All plastic surfaces and all other externally exposed parts that are scratched or damaged due to customer normal use. (i) Costs and expenses, including without limitation handling, labor and transportation, incurred in returning Product for warranty service to Telular's Repair Center. (j) Repair, programming or servicing by someone other than Telular.

**V. GENERAL PROVISIONS:**

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS OR STATUTORY WAR-RANTIES. IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WAR-RANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, INFRINGEMENT, DELIVERY, NEGLIGENCE AND PERSONAL INJURY, ARE DISCLAIMED. FURTHER, AS THE CELLULAR CARRIER IS NOT CONTROLLED BY TELULAR, NO WAR-RANTY IS MADE AS TO COVERAGE, AVAILABILITY OR GRADE OF SERVICE PROVIDED BY THE CELLULAR CARRIER. IN NO EVENT SHALL TELULAR BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS.

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647 North Lakeview Parkway  
Vernon Hills, Illinois 60061, USA  
Tel: 847-247-9400 • Fax: 847-247-0021  
E-mail: support@telular.com  
<http://www.telular.com>

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