



4G LTE INTERCOMS HY-CAN RANGE

DOOR ENTRY & ACCESS CONTROL **SOLUTIONS**

by COMMTEL LTD



CATALOGUE 2020

A fully customisable range of
4G LTE and landline intercoms. Designed to
work with automated doors, gates and barriers.



Raising Standards
Safety Assured



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WHAT IS IT AND WHO CAN USE IT?

TELGUARD IS A TELEPHONE BASED ENTRY SYSTEM

Suitable for any door, gate or barrier requiring control over access. It can be used in any environment, internally or externally, including Domestic, Commercial and Public sectors.

The Telguard range can be used across any number of entry or exit points, from single dwellings through to a high density block of flats or offices.

The Telguard range of products work on the 4G LTE mobile networks and are 4G LTE backwards compatible allowing access across 4G LTE, 3G and 2G.

The HY-CAN range is also available in landline versions.

WHY CHOOSE TELGUARD?

- Three decades of telephone based solutions
- UK design and manufacture
- Two year standard warranty
- Extendable warranty options. Designed for a lifetime relationship
- Numerous programming options, remotely and locally
- Continuous programming support agreements
- Telephone technical support for lifetime of product
- In house training offered
- The Premium HY-CAN range is fully customisable, including size, colour, components and engraving
- All Telguard units have time clocks ~ Configurable time zones for most major features, including access periods, trade, diverts, authorisation and more
- 316 British Marine Grade Stainless Steel
- Optional SIM card included in all 4G LTE products (*subject to activation order*)
- Unrivalled Customer Service

HOW IT WORKS

TELGUARD UNITS CAN BE USED IN AT LEAST THREE MAIN WAYS:

Visitor Entry

Never miss that important delivery or visitor again! The Telguard range of products can ring through to cascading landline and mobile phone numbers, to allow access as required from anywhere in the world. Simply press a button on your telephone keypad to authorise entry, if you wish, whether you are in the property or not.



Authorised Dial In

A fantastic alternative to traditional access control systems. Simply programme a telephone number into the authorised call list, speed-dial the Telguard, the operating equipment will recognise the number and open without even connecting the call!



Coded Entry

Whether you are a permanent occupant or an authorised visitor, simply enter your allocated PIN code into the keypad of the Telguard to trigger the operating equipment. You can even have separate codes for hold-open and closing commands, any of which may utilise the time periods of the inbuilt clock.



The 3rd GENERATION HY-CAN RANGE

THE ULTIMATE IN CUSTOMISABLE INTERCOM SOLUTIONS

The HY-CAN range is Telguard's original customisable product range. A flexible build platform, designed to accommodate any door entry and access requirement.

- 10+ years tried and tested
- Made to order
 - Multiple platforms available: 4G LTE allowing access across 4G, 3G and 2G, or landline
 - Available as Hub and up to seven Satellites for multiple entrances (*see page 9*)
 - Produced to fit any size i.e. made to measure service
 - Surface or flush mounted. Downlight available on surface only
 - Comprehensive choice of buttons
 - IP64 rated backlit keypad
 - Fully configurable hardware and software
 - Numerous relay options available
 - Alerts with SMS text messaging (*4G LTE only*)
 - Specialist engraving service
 - Customised sizes, cut-outs to order: Prox reader, fire switch, camera and more
 - Alternative metals, colours and finishes available
 - **THS** Horwood quality sound
- Comprehensive suite of programming options both remotely and locally
- Downloadable activity log
- Display Tag range: Programmable LCD screens for each call button
- Available in DDA* specification including Help / Assistance (*see page 8*)
- Vandal resistant
- Easy to install with professional installer training provided
- 4G LTE SIM card can be included (*optional and subject to activation order*)
- Two year extendable warranty

'COMMTEL COMMAND One' App*

Available on Android and IOS. Across the HY-CAN range, allowing users to:

- Open entrance 1 / 2
- Hold open
- Close



A NEW APP for programming your HY-CAN Telguard is due to launch Summer 2020

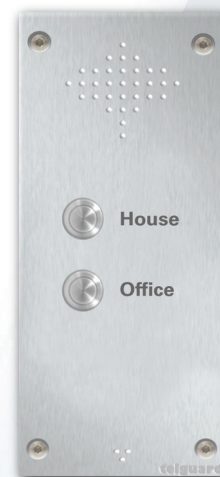
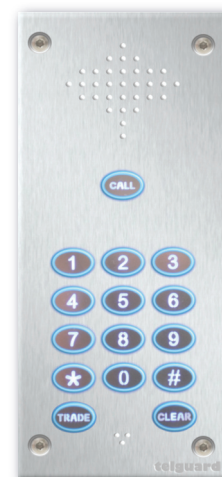
*Disability Discrimination Act / Equality Act 2010

** It remains the responsibility of the owner for authorisation and safe use of these apps and SMS Short Commands.
For full details and terms and conditions, please refer to our website www.telguard.co.uk

The HY-CAN 4G LTE / LANDLINE RANGE ~ FULLY CUSTOMISABLE

Standard features on all HY-CAN 4G LTE / Landline products:

- Installer Programmable
- Relay Outputs x 3
- Additional Outputs (Optional)
- Aux Input x 1
- Activity Log
- Two Year Warranty
- Internal Time Clock with 9 Profiles
- Relay Maximum Pulse Time ~ 240 secs



Hub

PRODUCT CODE:
4TH (4G LTE)
LTH (Landline)

Solo

PRODUCT CODE:
4SO (4G LTE)
LSO (Landline)
SSO (Satellite)
ADD **F** (Flush) / **S** (Surface)

Solo Plus

PRODUCT CODE:
4SO+ (4G LTE)
LSO+ (Landline)
SSO+ (Satellite)
ADD **F** (Flush) / **S** (Surface)

Bespoke/Plus

PRODUCT CODE:
4TB/C (4G LTE)
LTB/C (Landline)
STB/C (Satellite)
ADD **F** (Flush) / **S** (Surface)

Standard Minimum Size:

H 185 x W 98 x D 35

H 200 x W 90 x D 62

H 200 x W 90 x D 62

H 200 x W 90 x D 62

	SOLO	SOLO PLUS	BESPOKE / PLUS
NUMBER OF CALL POINTS / USERS	1	1	2+ (up to 24)
KEYPAD	-	✓	Optional
ACCESS CODES	-	400	400 (with Keypad)
PROGRAMMABLE BACKLIT LCD	-	-	-
A&B BUTTONS	-	-	-
SUB DIRECTORIES FOR MULTI USER	-	-	-
TIMED TRADE BUTTON	-	✓	Optional
PROGRAMMABLE TEMPERATURE CONTROL	✓	✓	✓
CAMERA, PROX, FIREMAN SWITCH CUT OUT	Optional	Optional	Optional
CONTROL UNIT HOUSED SEPERATELY	Optional	Optional	Optional
FITTING : FLUSH MOUNTED STAINLESS STEEL	✓	✓	✓
FITTING : SURFACE MOUNTED STAINLESS STEEL	✓	✓	✓
HUB & SATELLITE CONFIGURATION (see p9)	✓	✓	✓
HEARING AID INDUCTION LOOP	Optional	Optional	Optional
BRASS, CHROME, BRONZE, POWDER COATED (RAL)	Optional	Optional	Optional

A **TELGUARD TELECOM SIM CARD** can be purchased and supplied with all 4G LTE Intercoms including activation instructions. **EXTENDED WARRANTY** can be purchased with all Intercoms. (See page 11 for details).



Display Tag / Plus

PRODUCT CODE:

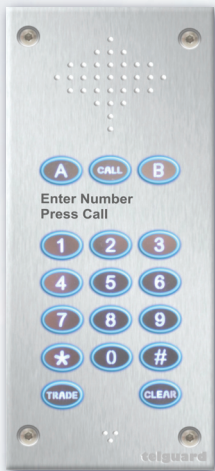
4DT/C (4G LTE)

LDT/C (Landline)

SDT/C (Satellite)

ADD **F** (Flush) / **S** (Surface)

H 250 x W 120 x D 57



Junior

PRODUCT CODE:

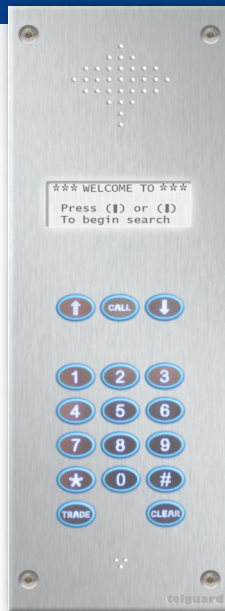
4TJ (4G LTE)

LTJ (Landline)

STJ (Satellite)

ADD **F** (Flush) / **S** (Surface)

H 200 x W 90 x D 62



Millennium

PRODUCT CODE:

4TM (4G LTE)

LTM (Landline)

STM (Satellite)

ADD **F** (Flush) / **S** (Surface)

H 300 x W 110 x D 62



Senior

PRODUCT CODE:

4TS (4G LTE)

LTS (Landline)

STS (Satellite)

ADD **F** (Flush) / **S** (Surface)

H 300 x W 110 x D 62



DDA Senior

PRODUCT CODE:

4TSDDA (4G LTE)

LTSDDA (Landline)

STSDDA (Satellite)

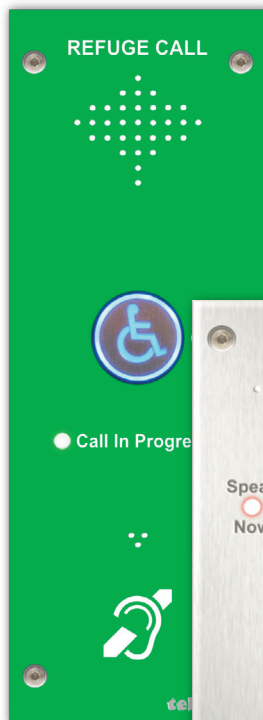
ADD **F** (Flush) / **S** (Surface)

H 400 x W 200 x D 62

DISPLAY TAGS / PLUS	JUNIOR	MILLENNIUM	SENIOR	DDA SENIOR (see p8)
1+ (up to 24)	10+ (up to 99)	100+ (up to 1000)	100+ (up to 1000)	100+ (up to 1000)
Optional	✓	✓	✓	✓
400 (with Keypad)	400	400	400	400
✓	-	-	-	-
-	✓	-	-	-
-	-	✓	✓	✓
Optional	✓	✓	-	-
-	✓	-	✓	✓
Optional	Optional	Optional	Optional	Optional
✓	Optional	Optional	Optional	Optional
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
Optional	Optional	Optional	Optional	Optional
Optional	Optional	Optional	Optional	Optional

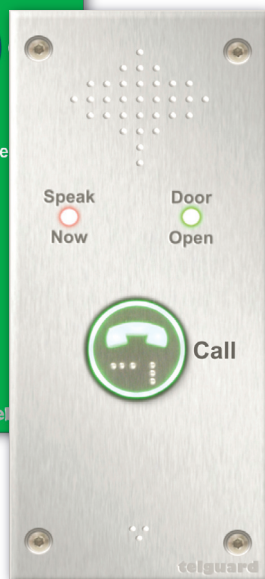
(See page 10 for further details on our SIM card tariffs).

DDA INTERCOMS



Fully customisable through modular circuitry, design and construction for:

- Emergency Help Points
- Disability Assistance Call Points
- Disabled Persons Door Access Points



DDA compliant*



Large backlit, halo illuminated buttons



Braille buttons as standard



Large backlit LCD display



High visibility colours available



Telguard provide DDA recommended mounting heights



Hearing aid induction loop option available



Frequent usage

*Disability Discrimination Act / Equality Act 2010

TELPAD



- Used as an entry or exit keypad
- Connected to a Telguard panel or Hub (4 cores)
- Remotely programmable (*no site visit required*)
- Shares existing codes of Telguard panel
- Low profile, stainless steel back box

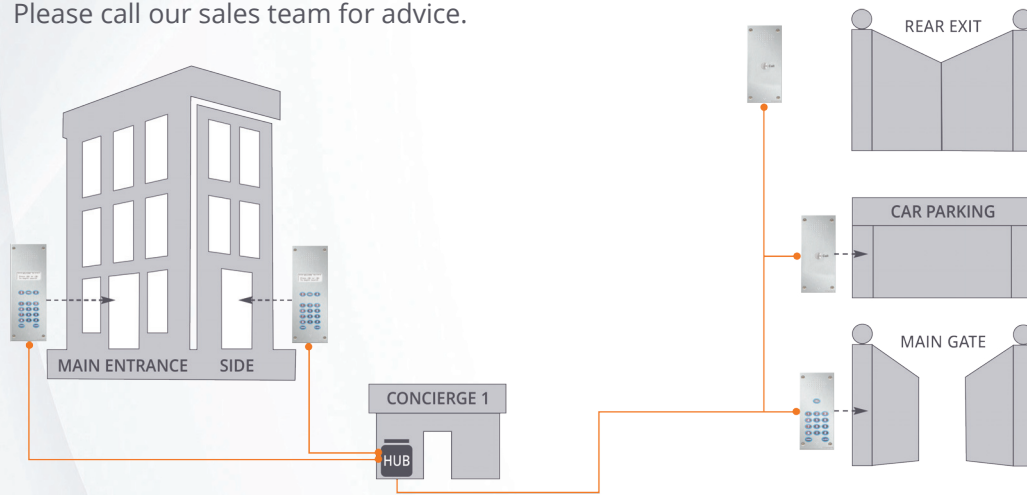
TelPad

PRODUCT CODE **TTP**
ADD **F** (Flush) / **S** (Surface)

H 180 x W 90 x D 32 Standard

HUBS & SATELLITES

- Hubs and Satellites are modified HY-CAN units
- Enhanced security by locating the hub secure side
- **Hub:** 4G LTE single SIM system or Landline
- **Satellites:** Up to seven connected Star configuration (max 300m per spur) and/or Daisy configuration (max 300m in total)
- Each Hub and Satellite set will be unique to each individual location and level of use. Please call our sales team for advice.



4G LTE ALERT-GUARD

Controlling remote equipment without the need for Audio. Alerting owners of misuse, abuse or unauthorised activity.

- Complete kit, optional 4G LTE SIM card (*subject to activation order*), power supply and internal antenna (*ext antenna optional extra*)
 - Alert inputs x 4
 - Relay outputs x 3
 - Built in TelPad interface via canbus
 - Remotely programmable
 - Customised text alerts with a back up voice call alert should the SMS fail to be delivered
 - Built in time clock allowing time zone activation or over-rides
 - Activity logs built in for diagnostics and history
 - IP65 weatherproof box, including weatherproof cable glands and vent plug will be available
- 1st May, 2020. Min Dimensions: 165mm x 125mm x 75mm depth



Dimensions : H 146 x W 95 x D 38

'COMMTEL ALERT One' App*

Fully controls and configures the 4G LTE Alert-Guard.

Download from www.commtel.tech/ Available on Android and IOS.



* It remains the responsibility of the owner for authorisation and safe use of these apps and SMS Short Commands. For full details and terms and conditions, please refer to our website www.telguard.co.uk

TELGUARD TELECOM SIM CARD

Our custom tariffs have been designed specifically for use in LTE Intercoms.

Tariff 1 RESIDENTIAL O2 *(less than 100 visitors per month)*

- 30 Day Rolling Contract with O2
- £3 Monthly Fee*
- 6p per Call to Landlines and Mobiles**
- 7p per Text***

Tariff 2 MULTI-USER O2 *(more than 100 visitors per month)*

- 30 Day Rolling Contract with O2
- £12 Monthly Fee*
- Unlimited Calls and Texts
- Data 100Mb

Tariff 3 MULTI-USER VODAFONE *(more than 100 visitors per month)*

- 30 Day Rolling Contract with Vodafone
- £12 Monthly Fee*
- Unlimited Calls and Texts
- Data 100Mb

The monthly rolling fee ensures your entry system is kept constant and active, even if the panel hasn't been used for weeks at a time.

You don't need to worry about the SIM card deactivating or running out of credit.

If for any reason you choose to cancel, simply send us an email with 30 days notice and this will be terminated with no cancellation fee. Easy!

To take full advantage of this offer please visit our website www.commtel.tech/DDI-Telguard.pdf to download your Direct Debit Mandate/Contract.

OR



TO ACTIVATE YOUR SIM CARD

Please complete and return the Direct Debit Form and Contract.

- We will require the following information:
 - The last 6 digits of the ICCID number on the SIM *(long number under the barcode)*
 - Bill payer's name
 - Bill payer's address
 - Bill payer's email contact details
 - Bill payer's phone number
 - Bill payer's bank details
- Once returned, please call us on **01306 710120 ~ Opt 4.**
- We will then activate the SIM and provide you with the SIM telephone number.

*All prices quoted are subject to VAT. ** Up to 60 seconds. ***Text messages used for text alerts and programming confirmation responses.

4G LTE UPGRADE PATH

UPGRADE INTERCOMS from 2G to 4G LTE

- We have developed a convenient and cost effective upgrade path to transform Telguard HY-CAN Intercoms to 4G LTE without the need to replace the whole unit, in line with our lifetime product support objective.

What's included

- HY-CAN 4G LTE PCB | 4G LTE Bridge Board | 4G LTE PUK Antenna.

WARRANTY INCLUDES:

TELGUARD'S STANDARD TWO YEAR RETURN TO BASE MANUFACTURER'S WARRANTY

- Internal parts and Telguard labour in the event of product failure due to a manufacturing fault.
- Changes to telephone numbers and entry codes*.
- First two years covered.

EXTENDED WARRANTY

- Changes to telephone numbers and entry codes*.
- Extendable on a yearly basis.
- Contracts must run consecutively without interruption.

PROGRAMMING SUPPORT AGREEMENT

- Changes to telephone numbers and entry codes*.
- Can be taken out at any time.

Prices on application.

Please contact the Customer Service team. Visit www.telguard.co.uk for full details.

ACCESSORIES

- Free Standing Posts
- High Gain Antennas

*Subject to a reasonable use policy (see website for details).

MISSION STATEMENT

WE ARE COMMTEL, PROUD OF WHO WE ARE AND WHAT WE DO

Customer elation is our only goal and we seek to always exceed your expectations. We achieve that goal by adopting a team ethos where we all work together using our initiative and a solution based approach. We invest in our employees with training and self development programmes so that we all reach our full potential.

Comm.tel Ltd was incorporated in 1992 and manufacture the industry leading Telguard range of telephone entry systems. We were the first to the market and also to obtain full BABT approval for land line based door entry systems.

In 2006 we added GSM to our range of products. Since then we have continued to invest heavily in research and development, regularly introducing sector leading innovation years before others. 4G LTE launched mid 2019.

As a manufacturer of PCB's we frequently create partnerships with our customers to assist them to bring innovative and new products to market.

The Telguard range of products are still manufactured in the UK and are synonymous with quality, longevity and reliability.

SAFETY AND SECURITY STATEMENT

THE SAFETY AND SECURITY OF OUR CUSTOMERS AND THEIR CLIENTS IS PARAMOUNT TO US

As our systems have been trusted to help protect and control access to their property, we acknowledge that responsibility and take it very seriously.

Comm.tel is a member of the Door and Hardware Federation (DHF) and adhere to their code of conduct. The DHF represent a number of industries, including our own, on committees including BSI standards and ensure compliance with authorities such as the Health and Safety Executive and Trading Standards.

We offer training and technical support to all of our customers to ensure that they are able to offer the best solution to their clients, the end users, whilst meeting industry regulations. This will include recommendations for access functionality, service and programming.

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YOUR INSTALLER IS:

