

# Home Guard

Model VM500-2

Operating Manual and Installation Instructions

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## Home Guard Description

The Home Guard monitors the temperature and power wherever it is located, and dials up to two phone numbers if the temperature goes below 45 degrees or if the power goes out for more than five minutes. It is perfect for monitoring homes while away for the winter.

Please **wait until the Home Guard stops speaking** before pressing a button. During the Main Menu and Program Menu, you may enter your selection at any time between the options.

### Program Menu

Program Menu	
Option	Function
1	Program Primary Telephone Number
2	Program Secondary Telephone Number
6	Record Personal Message
7	Program Number of Rings
8	Change PIN Number
9	Activate Status Message on Call-in <b>NOT SPOKEN</b>
*	Change Temperature Mode from F° to C° <b>NOT SPOKEN</b>
0	Exit (return to Main Menu)

## Programming Overview

Programming the Home Guard is accomplished over the phone and only has to be done once, unless it is necessary to make a change.

Before programming, do the following:

- 1 Connect a phone line, plug in the power pack to an outlet, and connect the power jack.

**Use of a phone and power line surge suppressor is required. Use of a DSL filter is required if there is DSL service in your home.**

Turn the unit on by moving the power switch from the position labeled 0 to the position labeled 1.

- 2 From another phone line dial the number where the Home Guard is located. The Home Guard will pick up after the first ring.
- 3 The Home Guard prompts for the 4-digit PIN number. **Enter the factory default PIN number, 0000.**
- 4 You will hear the Main Menu options. You may enter your selection at any time.

**The Main Menu options are:**

1. Status
2. Program
0. Hang Up

- 5 To access the Program Menu:  
From the Main Menu, press 2  
Follow Directions here, and see Program Menu on pg. 3

## Programming Telephone Numbers (Option 1 & 2)

The Home Guard will call each programmed phone number until someone enters the PIN number. If the Home Guard reaches an answering machine, it will leave the personal identification message, and then the alarm condition, but will continue calling.

### First Time Phone Number Programming:

- 1 From the Program Menu, Select **1** for the primary number, **2** for the secondary number.
- 2 You will hear "*Enter number then press pound.*"
- 3 Enter the full phone number (**1 + area code if necessary**) followed by the pound sign.
- 4 You will hear the number you just entered.

5 You will be automatically returned to the Program Menu.

**To Change a Phone Number:**

- 1 Select the phone number from the Program Menu
- 2 You will hear the telephone number
- 3 You will hear *"Press one to change"*
- 4 Press **1** to make a change or any other button to return to the Program Menu
- 5 You will hear *"Enter number then press pound"*
- 6 Enter the full phone number (**1 + area code if necessary**) followed by the pound sign.
- 7 You will hear the telephone number you just entered.
- 8 You will be automatically returned to the Program Menu

**To Delete a Phone Number:**

1. Select the appropriate number from the Program Menu
2. You will hear the telephone number you selected
3. You will hear *"Press one to change"*
4. Press 1 to make a change
5. You will hear *"Enter number then press pound"*
6. Enter just the pound sign.
7. The phone number will be erased and you will be automatically returned to the Program Menu

**Adding a delay to access outside phone line**

If an extra time delay between digits of a phone number is required, enter \* to provide a two second delay.

For example: If a 9 were required to connect with an outside line, and a delay is needed after the 9 and before the number is dialed, program the phone number as follows: 9 \* 5 5 5 1 2 3 4 #

The monitor will dial 9, wait 2 seconds and then dial the rest of the phone number.

**Recording a Personal Identification Message (Option 6)**

When the Home Guard calls out, it will first play the recorded personal identification message. The message is 10 seconds in length.

- 1 From the Program Menu, press **6**
- 2 If this is the first time recording a message, you will not hear anything. Go to step 4
- 3 You will hear the recorded message
- 4 You will hear *"Press one to change"*
- 5 Press **1** if you wish to make a change or press any other button

- to return to the Program Menu
- 6 If you press **1** you will hear a tone
  - 7 Begin speaking after the tone. The Temperature Guard will record for 10 seconds. You will hear a beep after 10 seconds.
  - 8 You will hear the message you recorded.
  - 9 You will be automatically returned to the Program Menu

### **Programming the Number of Rings (Option 7)**

The Home Guard answers the telephone line after the programmed number of rings. Valid numbers of rings are 1 – 25.

- 1 From the Program Menu, press **7** to set the number of rings
- 2 You will hear the programmed number of rings
- 3 You will hear *"Press one to change."*
- 4 Press **1** if you wish to make a change or press any other button to return to the Program Menu
- 5 You will hear *"Enter number then press pound"*
- 6 Enter the number of rings, then press the pound sign.
- 7 You will hear the number of rings you entered
- 8 You will be automatically returned to the Program Menu

### **Programming Your PIN Number (Option 8)**

The Home Guard has a programmable 4-digit PIN number (0000-9999) to access the program menu, and to stop the Home Guard from making emergency phone calls. The PIN number must be 4 digits and must not include a # sign.

Record your pin number below in this manual and on your Monitor.

**My PIN Number is \_\_\_\_\_**

- 1 From the Program Menu, press **8** to change the PIN number
- 2 You will hear the PIN number (**factory default is 0000**)
- 3 You will hear *"Press one to change."*
- 4 Press **1** if you wish to make a change or press any other button to return to the Program Menu
- 5 You will hear *"Enter number"*
- 6 Enter a four digit number (do not put a # (pound sign) anywhere in your pin number)
- 7 You will hear the PIN number you just entered
- 8 You will be automatically returned to the Program Menu

### **Enabling / Disabling the Temperature and Power Status Message**

From the factory, the Home Guard prompts the caller for the PIN number before allowing the caller to hear the current temperature and power status. This prevents anyone from learning that the home is unoccupied. To have the monitor report the temperature and power without entering the PIN, perform the steps below.

- 1 From the Program Menu, press **9**
- 2 You will hear the current setting. Default is “off”, the status message will not be broadcast before the PIN has been entered.
- 3 You will hear “*Press one to change.*”
- 4 Press **1** if you wish to activate the Status Message before PIN
- 5 You will hear the new setting. “On” will cause the monitor to broadcast the Status Message Before PIN Entry.
- 6 You will be automatically returned to the Program Menu

### **Setting Temperature Readings to Fahrenheit or Celsius**

The Home Guard can report the temperature in Fahrenheit (default) or Celsius. To switch to Celsius, perform the steps below.

- 1 From the Program Menu, press **\***
- 2 You will hear the current setting. Default is “C off”, the temperature is being output in degrees Fahrenheit.
- 3 You will hear “*Press one to change.*”
- 4 Press **1** if you wish to change the Temperature Readout Mode and have the temperature output in Celsius.
- 5 You will hear the new setting, “C on”.
- 6 You will be automatically returned to the Program Menu

# **Frequently Asked Questions**

## **Understanding How the Home Guard Works**

### **Where Should I Locate the Home Guard?**

The Home Guard measures temperature and power wherever it is located. If the Home Guard is being used to protect against freezing temperatures, locate it in an area where the temperature will drop the fastest, if the heating system fails, such as a room with a northern exposure or numerous windows.

If the Home Guard is being used to protect equipment against overheating in case air conditioning fails, locate the Home Guard close to the equipment and close to the ceiling where heat will build up quickly.

Once the location is chosen, connect the phone line and power. Turn on the power switch (the light next to the phone line will start blinking at a rate proportional to the temperature). Follow the instructions in the Programming section.

### **When does the Home Guard call?**

The Home Guard will call immediately when there is a temperature alarm.

The Home Guard will call after the power has been out for 5 minutes. During an emergency, all phone numbers are called. If the PIN number is not entered, the Home Guard will wait 20 minutes and then begin calling all phone numbers again.

### **What happens when the Home Guard calls?**

- 1 The Home Guard will play the personal identification message, followed by the cause of the alarm.
- 2 The Home Guard will ask for the PIN number
- 3 Once the PIN number has been entered, the Home Guard will not call again because the current alarm condition has been acknowledged.
- 4 The Home Guard will repeat the alarm messages one time if the PIN is not entered.

### **What happens if the PIN is not entered at any of the numbers the Home Guard is programmed to call?**

The Home Guard will wait 20 minutes and call all programmed telephone numbers again.

The Home Guard will continue to call all programmed numbers every 20 minutes as long as there is an alarm and the PIN has not been entered during an alarm call or during a status check call-in.

**What happens if I call the Home Guard while an alarm condition exists?**

- 1 If the Status Message Before PIN Entry is Active, you will hear either “Warning, the temperature is XX” or “Warning, the power is out”, otherwise you will just hear “Enter your PIN number”
- 2 If the PIN number is entered, the Home Guard will stop making emergency phone calls.
- 3 If the PIN number is not entered, the Home Guard continues dialing the emergency phone numbers.

**How do I connect the Home Guard to a phone line which has a fax or answering machine connected to it?**

Program the Home Guard to answer after one more ring than the other device on the line. This allows the other device to always answer first.

To call and access the Home Guard

- 1 Dial the phone number
- 2 Hang up one ring before the other device answers.
- 3 Wait no longer than 30 seconds, then dial the number again.
- 4 The Home Guard will answer.

**Example:** An answering or fax machine on the same line as the Home Guard and is set to answer after 4 rings.

Program the Home Guard to answer after 5 rings.

To access the Home Guard, dial the number, let it ring three times, then hang up. Wait 15 seconds and call again. After two rings, the Home Guard will answer.

**How do I read the temperature from the blinking light?**

- 1 Wait for the light located next to the phone line to be on for approximately 2 seconds.
- 2 Count the number of blinks until the light is off for 1 second. This number of blinks is the 10's digit of the temperature.
- 3 Now count the number of blinks until the light is again off for 1 second. This is the 1's digit of the temperature.
- 4 The temperature is calculated by: (multiply the number of blinks counted in step 2 by ten and then add the number of blinks counted in step 3. For example, if the number of blinks counted in step 2 is seven and the number of blinks counted in step 3 is two, then the temperature is  $(7 \times 10) + 2 = 72$  degrees.

**Where is my 20 / 30 Hour extended battery?**

If your unit has been ordered with an extended battery, it is installed inside the Home Guard at the factory.

**How long does it take to charge the battery?**

Batteries are trickle charged and can take up to a week to reach full capacity. The battery is charging whenever the Home Guard is powered on.

**If I have DSL, do I need a DSL filter?**

Yes, you must have a DSL filter between the phone line and Home Guard.

## **Troubleshooting Problems with the Home Guard**

### **The Home Guard doesn't answer the phone**

- 1 Verify that the phone line is working.
- 2 Connect a phone to the line and cable intended for the Home Guard.
- 3 Pick up the phone and verify that there is a dial tone.
- 4 Using another phone line (cell phone or alternate location) call the number and verify that the phone rings.
- 5 Re-connect the Home Guard.
- 6 Check that the phone line is plugged in securely.
- 7 Verify that the Home Guard is powered up and the status light is blinking.
- 8 Call the number again. The Home Guard will stop blinking its light while the phone is ringing.

If the blinking light does not stop and continues blinking, the Home Guard is not "hearing" the phone ringing.

- This may be caused by phone line quality issues such as DSL on the phone line without use of a DSL filter
- This may be caused by using the device on a digital phone system through your cable company or other non-standard telephone system which our system may not be compatible with. Your telephone service provider may be able to assist you by adjusting their hardware. There are no settings on the Home Guard to adjust.

### **The Home Guard Says "Goodbye" after I enter my PIN**

If the Home Guard says "Goodbye" and does not ask you to enter the PIN again, it has not "heard" you enter the complete PIN.

This is caused by:

#### **Short or quiet "touch tones" being generated by the phone used to call the Home Guard.**

Try holding the button down longer and verify you hear a tone for at least 1/2 a second.

This may not be possible with cell phones. Though, many cell phones have a "DTMF (touch tone) Setting" that can be set to Short or Long. Setting this value to Long will fix the problem in most cases. Poor signal quality can also cause this problem.

### **How can I verify that the Home Guard will call all the phone numbers?**

To verify that the Home Guard will call all of the programmed phone numbers, perform the following test.

- 1 Use another phone line and call the Home Guard.
- 2 When asked to enter the pin number, enter “#999” (including the “pound” sign).
- 3 **Hang up** after the Home Guard says “**Goodbye**”

The Home Guard will call all of the programmed telephone numbers.

Do not enter the PIN during this process or the unit will stop calling out.

#### **Troubleshooting Tip #1**

You can listen in to verify communication by waiting 10 seconds after hearing “Goodbye” and listening in on a phone on the same line.

### **What do I do if the Home Guard doesn't call my phone numbers?**

Verify that the numbers are programmed correctly. Telephone numbers must be programmed exactly as they would be dialed from a telephone on the same line. (Including 1 + area code, if necessary)

Verify that a DSL filter is in place if there is DSL service on your telephone line.

Verify that you have “touch tone” service.

Verify that you have long distance service if calling a long distance number.

See Troubleshooting Tip #1 above, listen for messages from the phone company during the test call.

If you have a digital phone line through your cable company or other non-standard telephone system (Vonage, VoIP), our system may not be compatible with it. Your telephone service provider may be able to assist you by adjusting their hardware. There are no settings on the Home Guard to adjust.

## **Some Helpful TIPS**

- If the Temperature Guard is having trouble receiving your programming entries, try holding the button for a longer amount of time.
- Include all necessary digits for phone numbers. Long distance numbers must include 1 and the area code. Do not turn off your long distance service if going away for a long period of time if you expect the Home Guard to call a long distance number!
- Do not place the unit in direct sunlight as this will effect the temperature and humidity readings.
- Do not place the unit near heating or cooling sources if you wish to monitor the average temperature of a room.
- Placing the unit on the floor will cause the Temperature Guard to sense a temperature that is lower then the actual ambient temperature.
- To monitor the power status of specific devices; plug the Temperature Guard's power plug into the same power source as the device you wish to monitor. It is possible for an isolated power outlet to lose power.

**Technical Support Contact**  
**support@temperatureguard.com**

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### **FCC PART 68 INFORMATION**

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the unit. This label contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those device ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11. The plug and/or jacks used must comply with FCC Part 68 rules. If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to tariffs.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at the address listed below. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**DO NOT DISASSEMBLE THIS EQUIPMENT.** It does not contain any user serviceable components.

Attn.: CUSTOMER SERVICE DEPT.  
Microtechnologies, Inc.  
44 Washington Avenue, Suite 8  
Berlin, CT 06037

### **Limited Warranty:**

1. Warrantor: Dealer, Distributor, Retailer, and Manufacturer

2. Warranty and Remedy

We believe that this is a high quality product. Although we test all products for proper functionality, we cannot guaranty that there will never be a defective unit, or that a unit will function on every phone line and all communication equipment in existence. For this reason, it must be clear that the **Warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this Product.** If this warranty is unacceptable please return the unused Product for a full refund.

One Year Limited Warranty - Microtechnologies, Inc. warrants its products to be free from defects in material and workmanship under normal use for one year, and is not responsible for consequential damage or installation costs of any nature. In event that the Product does not conform to this Warranty at any time during the period of one year from original purchase date, Warrantor will repair the defect and return it to you at no charge. **Important: The Warranty is limited to replacement of the Product ONLY.** Secondly, because every phone line differs, we strongly encourage you to test this Product in its actual application. This should include a full test, involving the Product actually dialing to its designated location and someone verifying the proper response.

This warranty shall terminate and be of no further effect at the time the Product is 1) damaged by extraneous causes such as fire, water, lightning, etc. or not maintained as reasonable and necessary: 2) modified: 3) improperly installed: 4) repaired by someone other than the Warrantor: 5) used in a manner or purpose for which the Product was not intended.

**No Use as Critical Component.** Products sold by Microtechnologies, Inc. are not authorized for use in any manner as a component of a life support device or system, whose failure to perform can be reasonably expected to cause the failure of the life support device or system, or to affect its safety or effectiveness.

**WARRANTORS' OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT ONLY. THIS WARRANTY DOES NOT COVER PAYMENT OR PROVIDE FOR THE REIMBURSEMENT OF PAYMENT FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

**It must be clear that the Warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this Product.** The Warrantors shall not be liable under any circumstances for damage to your person or property or some other person or that person's property by reason of the sale or use of this Product, or its failure to operate in the manner in which it is designed. The Warrantor's liability, if any, shall be limited to the original cost of the Product only. Use of this Product is at your own risk.

3. Procedures for obtaining performance for Warranty:

In the event that the Product does not conform to this Warranty, the Product should be shipped or delivered freight prepaid to a Warrantor with evidence of original purchase. If in any way you are not comfortable with the product or its Limited Warranty, we encourage you to return it unused for a full refund.

**Temperature Guard**

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