



## USER GUIDE

Visitors call you by locating your flat number on the display and pressing the BELL button OR they tap your flat number, say 12, on the keypad to call Flat 12.

TVTEL® then speed dials the telephone numbers you have told us you want it to dial. Each house or flat can have 2no telephone numbers.



You answer on your normal telephones.

*"I can answer a call from the TVTEL door entry panel on my landline, cordless or mobile phone."*



**REGISTER ONLINE**  
[www.nacd.co.uk](http://www.nacd.co.uk)

**NACD**  
 ACCESS • COMMUNICATIONS • CCTV

# How do I get my details onto the system?

**Register online @ [www.nacd.co.uk](http://www.nacd.co.uk)**

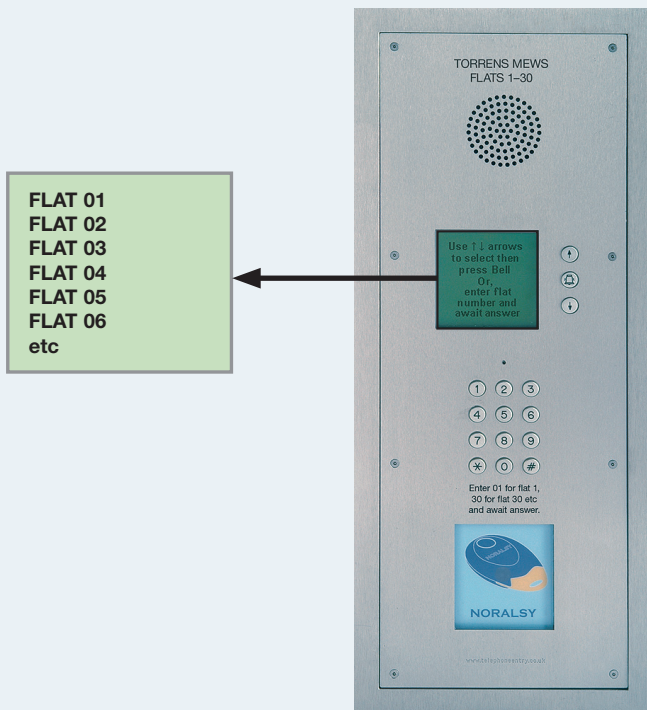
## User registration details

Date:

Register online or complete and return to NACD Ltd by post, fax or email, unless instructed otherwise. Additional forms at [www.telephoneentry.co.uk](http://www.telephoneentry.co.uk)

### RESIDENT/CORRESPONDENT INFORMATION

Scroll display panels will show flat numbers



For commercial units, flats / houses which have names only or need different descriptions, please enter below.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Radio Transmitters are engraved with a 7 digit unique reference number so that we can delete them if lost or stolen.

My property has been issued with the following:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



**I want the TVTEL® Door Panel to call:**

Any number, landline or mobile, your choice.

1st telephone n°.

2nd telephone n°.

### YOUR DETAILS

Flat N°

Floor N°

Building Name

First Name(s)

Surname

Address

Postcode

Email

Managing Agent

Proximity Keys are engraved with a 7 digit unique reference number so that we can delete them if lost or stolen.



My property has been issued with the following:


### LIFESTYLE CHOICES

Features depend on TVTEL® model installed, please advise your preferences and we will endeavour to please.

**1 Any time**

I am happy to receive calls 24/7.

☐ YES

☐ NO

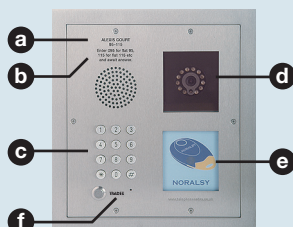
**2 Social hours**

I only want to receive calls between:

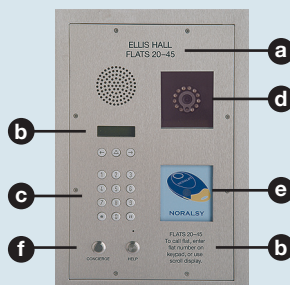
CALL TIMES (USE 24 HOUR CLOCK)

## Your door entry security system is TVTEL®, the market leader.

TVTEL® 240



TVTEL® 120D



### TVTEL PANEL FEATURES

- Engraving of block name and/or flat numbers serviced – as appropriate.
- Visitor operating instructions – as appropriate.
- Anti-vandal keypad for calling flats, houses etc.
- Anti-vandal colour/mono camera (day/night) with infra-red illumination – optional.
- Anti-vandal Noralsy® proximity reader for residents – optional.
- Trades/Porter/Concierge button facilities with appropriate engraving.

It does not cost you when a visitor calls because it is a call **TO** you not by you.



All your phones work with TVTEL®.

So basically your phone rings, you answer it normally and immediately hear...  
(Automatically generated voice output message for DDA compliance).

*Call from door panel*

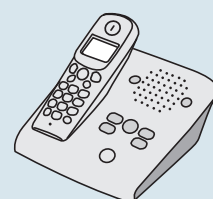


Just talk to your visitor as you talk to any other caller.



To open the door or gate for your visitor, you just press the 0 button. You do not need to hold it down. If there is a 2nd door or gate on the same TVTEL®, for example, a vehicle gate with an adjacent pedestrian gate, press the 2 button to open this 2nd door or gate.

If you do not want to let the visitor in, simply press the # button to cancel the call, hang-up, or press the End Call button.



A call from TVTEL® is like any other telephone call. You can divert it to another number, choose instead to let your voicemail pick it up, give it a unique ring tone... whatever suits you.

*"Hi Frank here, I just popped in to visit you but you were out..."*



You do not have to be at home to answer a call from TVTEL® so burglars do not know when the flat is empty.

*"Sorry, you must have the wrong flat number, I didn't order a Pizza."*

And if you are waiting for somebody to arrive but have to quickly go the shops, you won't miss your visitor because the call will still come through to you.

*"I'll be back in 5 minutes, thanks"*



You can even let your cleaner in through the communal entrance doors from your office or anywhere in the world. Now you know what time they arrived !

Forgotten your keys? Call your flat from the TVTEL®, wait for your mobile phone to ring and then press the 0 button.



If you are on the phone already when a visitor calls, TVTEL® detects this, lets your visitor know and automatically dials a second telephone number for you. But if TVTEL® is calling your mobile or you have BT Call-Waiting, you can switch between the calls anyway.



**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® will still divert the call when you are out!

Customise how TVTEL® works for you by using the features provided by your telephony service provider(s) together with the technologies integral to your phones and TVTEL® itself.



If you do not want your voicemail to answer calls from TVTEL®, set it to switch on after 25 seconds. TVTEL® default auto-dials your second telephone number if the first number dialled is not answered within 25 seconds.



A picture of your visitor and the entrance area is on all of your televisions on a specific channel, at all times, in colour during the day and infra-red monochrome at night. We call this ResidentWatch TVCCTV®.

You can check who it is before answering the call from the TVTEL® panel but, most importantly, the picture is where you want it to be whenever you want to view it.

The performance advantages and features of TVTEL® over fixed hardwired door entry systems are obvious to all and increase every day. TVTEL® is plugged into modern communications technology which is always coming out with new features, so TVTEL® just keeps getting better.



TVTEL® systems dial out to call you on your phones wherever you are. That means we can dial into TVTEL® and program it from anywhere in the world.

*"I program your TVTEL® panel with new telephone numbers, trades times, lifestyle choices. I also add or delete proximity keys and radio transmitters in as close to real time as is possible – that way your building security is never compromised by lost or stolen access passes."*

## PROXIMITY KEY ACCESS FOR RESIDENTS



KCP3000

## RADIO TRANSMITTER ACCESS FOR VEHICLE ENTRANCES



TELBIHF42

## ORDERING EXTRAS

Online @ [www.nacd.co.uk](http://www.nacd.co.uk)  
or via email: [iwantprox@nacd.co.uk](mailto:iwantprox@nacd.co.uk)

TVTEL®, ResidentWatch® and ResidentWatch TVCCTV® are registered trademarks of NACD Ltd.

## Why housebuilders are using TVTEL®.

The Disability Discrimination Act (effective October 2004) requires that reasonable steps are taken to ensure that physically disabled, elderly, hearing and/or visually impaired persons receive a similar level of service provision as that provided to able bodied persons.



TVTEL® complies because modern telephony provides everybody with the same advantages and level of service.

*"My hearing aid is designed to work with normal telephones so I can use TVTEL®"*

Physically disabled and the elderly can use TVTEL®. Because they are not forced to rush to answer on a fixed handset or video monitor often installed at the wrong height for them anyway.



Visually impaired persons cannot use the finger size small screens typical to fixed video monitors.

*"My eyesight is not what it used to be. It really helps me that the picture of my visitor is on my TV."*

Blind persons can use TVTEL®.

*"I am blind. My mobile is set to ring and vibrate on incoming calls. I can talk to my visitor and when I press the 0 button to tell them in, I hear "Please Enter" to confirm that the door has been opened. I can't use any other door entry system."*



Dexterity impaired and arthritic persons can use TVTEL® because big button telephones exist specifically for such people.

TVTEL panels also have DDA compliant voice output reassurance messages for visitors and residents at every stage...

*Sorry – no answer.  
Please try  
again later.*

*Please wait.  
Your call is in progress*

*Please enter*

*The code entered  
is incorrect*

Hearing aid induction loop M-HLOOP for visitors – optional.





**TVCCTV pictures are on the terrestrial UHF channel(s).**

#### **INSTRUCTIONS FOR RESIDENTS**

You need to make sure your televisions are set up to receive both terrestrial AND Sky (if you have Sky) – which is the correct way your televisions should be set up.

You will automatically, via a simple auto-tune of your television(s), see all the camera pictures from the CCTV cameras and/or TVTEL panel(s) come up in exactly the same way as would BBC1, ITV etc.

When you see the TVCCTV picture(s) just press the SAVE/STORE button on your remote control.

You now have the CCTV and/or TVTEL camera picture(s) on your television. If you have more than one television in your property, just repeat the process.

Just use your remote control to switch to this terrestrial channel whenever you want to view the TVCCTV picture(s) from the CCTV and/or TVTEL cameras.

ResidentWatch® and ResidentWatch TVCCTV® are registered trademarks of NACD Ltd.

## KCP3000 PROXIMITY KEYFOB



Front



*Please advise us of the number engraved on all of the KCP3000 proximity keys belonging to your household.*



Back



Side

Dimensions: 52mmL x 34mmW x 5mmD

**Email: [iwantprox@nacd.co.uk](mailto:iwantprox@nacd.co.uk)**

**BUY ONLINE AT [WWW.NACD.CO.UK](http://WWW.NACD.CO.UK)**

### ORDERING INSTRUCTIONS

Please ensure when you place your order that you include the following:

1. Your full name.
2. Your full address including postcode.
3. The full delivery address including postcode.  
Proximity keys are sent by 1<sup>st</sup> class recorded delivery and will need to be signed for.
4. Your contact telephone numbers.
5. The name of your block/building.
6. The name of the management company or housing association (if known).
7. The number engraved on the proximity keyfob(s) you already have.
8. The cheque for the correct amount made payable to NACD Ltd or, if you wish to pay by credit card, please include a daytime telephone contact number.
9. Please send your order to:

NACD Ltd – Access Pass Dept.,  
Unit 8, Heron Business Park,  
Eastman Way,  
Hemel Hempstead,  
Hertfordshire,  
HP2 7FW.

Your proximity key(s) will be automatically programmed into the relevant doors and gates as required for your development. Please contact us on 01442 211848 if you experience any problems. Thank you.

### PRICE PER UNIT

Qu.	Price each	Total nett	Total inc. 17.5% VAT	P+P inc. VAT	Total to send
1	£25.00	£25.00	£29.37	£2.93	<b>£32.30</b>
2	£13.50	£27.00	£31.72	£2.93	<b>£34.65</b>
3	£11.00	£33.00	£38.77	£2.93	<b>£41.70</b>

# Radio transmitters for vehicle entry points

## TELBIPHF42 CODED RADIO TRANSMITTER

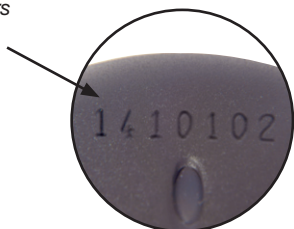


Front

NOT TO SCALE

Please advise us of the number engraved on all of the TELBIPHF42 radio transmitters belonging to your household.

Access battery by releasing tab using gentle lever action with a flat-bladed screwdriver. Do not use excessive force.



Back

Not here



Side

Dimensions: 70mmL x 43mmW x 15mmD  
Battery: Panasonic CR2025, 3V, Lithium (or equivalent).

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1. Your full name.
2. Your full address including postcode.
3. The full delivery address including postcode.  
Radio transmitters are sent by 1<sup>st</sup> class recorded delivery and will need to be signed for.
4. Your contact telephone numbers.
5. The name of your block/building.
6. The name of the management company or housing association (if known).
7. The number engraved on the radio transmitter(s) you already have.
8. The cheque for the correct amount made payable to NACD Ltd or, if you wish to pay by credit card, please include a daytime telephone contact number.
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HP2 7FW.

Your radio transmitter(s) will be automatically programmed into the relevant gates and barriers as required for your development. Please contact us on 01442 211848 if you experience any problems. Thank you.

## PRICE PER UNIT

Qu.	Price each	Total nett	Total inc. 17.5% VAT	P+P inc. VAT	Total to send
1	£60.00	£60.00	£70.50	£2.93	<b>£73.43</b>
2	£37.00	£74.00	£86.95	£2.93	<b>£89.88</b>

Email: [iwantradio@nacd.co.uk](mailto:iwantradio@nacd.co.uk)

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Unit 8, Heron Business Park,  
Eastman Way, Hemel Hempstead,  
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Tel: 08700 333388  
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Web: [www.nacd.co.uk](http://www.nacd.co.uk)

**[www.telephoneentry.co.uk](http://www.telephoneentry.co.uk)**

