



# TA72 User Manual

TA72\_UM\_EN\_V1.3\_2018.03



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# 1 Safety

This user manual contains important information for a safe installation and operation of the TA72 devices.

A proper installation and configuration of the TA72 is the basis for a reliable communication between persons requiring assistance at home and an alarm receiving centre or telephone.

A prerequisite for the error-free functioning of the unit is that you have read and understood these instructions before using it.

If you require additional information about the TA72, please contact TeleAlarm or visit the website at [www.telealarm.com](http://www.telealarm.com)

## 1.1 Intended use

Intended use means that the TA72 may only be operated within the limits of its technical specifications and in conformity with the information given in these instructions. Any other use will be regarded as misuse and can result in malfunctions and damage.

The TA72 is used:

- as part of a social alarm system to send emergency calls to an alarm receiving centre,
- or as a standalone unit to send emergency calls to a private phone,
- for voice connections between the person who requires assistance and the call receiver,

The operator (operating company) is responsible that the TA72 is used as intended. The operator has to ensure that the operating staff fulfil all the required conditions for the installation and utilisation of the unit.

## 1.2 Improper use

Improper use of the TA72 is any unauthorised and therefore non-permitted usage or modification of the hardware. For any damage resulting from this, the operator of the tool is solely responsible.

The TA72 must not be used as audio baby-monitor.

## 1.3 User qualification

For the configuration and parametrisation of the TA72, specific tool and device knowledge is required. These tasks may only be carried out by trained and authorised personnel.

The TA72 and the wireless transmitter should be serviced and repaired by an authorized service partner only.

## 1.4 Used warnings and symbols

Depending on the hazard level, the warnings and notes used in this manual have the following meaning:

**WARNING!**

means that death or serious injury can occur if the mentioned precautions are not taken.

---

**NOTICE**

means that damage to the equipment or an undesired condition may occur if the mentioned precautions are not taken.

---

**INFO**

General notes and additional information.

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## 1.5 Safety instructions

Adhere to the following safety instructions to avoid personal injury, equipment damage and malfunctions:

- Do not install the unit near a heating appliance.
- Do not expose the unit to direct sunlight.
- Do not install in a wet or humid environment.
- Never touch the power adapter with wet hands.
- Do not attempt to open the unit or the power adapter.
- When unplugging the unit from the power outlet, never pull on the power cord but always grip the power adapter.
- Connect the TA72 only to a professionally installed 230V AC /50 Hz power outlet with an up to 16 A fuse near the TA72.
- Do not install the TA72 in the proximity of DECT/GSM telephones, TV sets, large metal objects, microwave appliances or radio telephones. This will impair the reception of signals from the wireless transmitter.
- Use only original equipment for cables and power supply. Any other power adapter could damage the unit. For replacement, use the same type of power supply as the one delivered with the product.
- Use the unit only in the intended country where it has been delivered.
- Electrolytes or gases may be emitted from the battery should it leak under exceptional circumstances. If this happens, deactivate the unit by isolating it from the network and power supply. Battery replacement must be carried out by trained service personnel only.

- Comply with your national regulations, guidelines and requirements for the disposal of end-of-life electrical equipment and batteries.
- Repairs should only be performed by an authorized service partner.
- Be sure to allow the required space around the device. The TA72 must be easily accessible.
- The wireless transmitter provided with the TA72 contains a button cell battery. If the button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

### Electrostatic discharge



#### **WARNING!**

The TA72 contains highly sensitive electronic components. It should be opened only in an ESD protected environment. Discharge yourself from electrostatic loads by touching a grounded conductive surface before opening the unit.



## 2 Features

The TA72 has been designed to ensure maximum security for persons living in their own homes or in locations where assistance could be needed. It can be used to send emergency calls to an alarm receiving centre or a private phone.

The person requiring assistance activates a call by pressing a button on the TA72 or by using a wireless transmitter. This action establishes a voice connection between the person requiring assistance and the call receiver.

The device has two basic operating modes:

1. The TA72 is part of a social alarm system that consists of an alarm receiving centre that can be reached at any time and the device itself. Calls are sent to this alarm receiving centre.
2. The TA72 is operated as a standalone unit, in which case emergency calls will be sent to private phones.

The TA72 can be used with up to 10 wireless transmitters.

The TA72 is able to store up to 10 different destination numbers (telephone number or IP address). When an emergency call is sent and if the call to the first number is not successful, the TA72 will try the next numbers. If the final number has been dialled unsuccessfully, the unit starts with the first number again and continues until it sends an emergency call successfully. A single programmed number will be tried 12 times. The maximum number of dial attempts is set to 15 attempts.

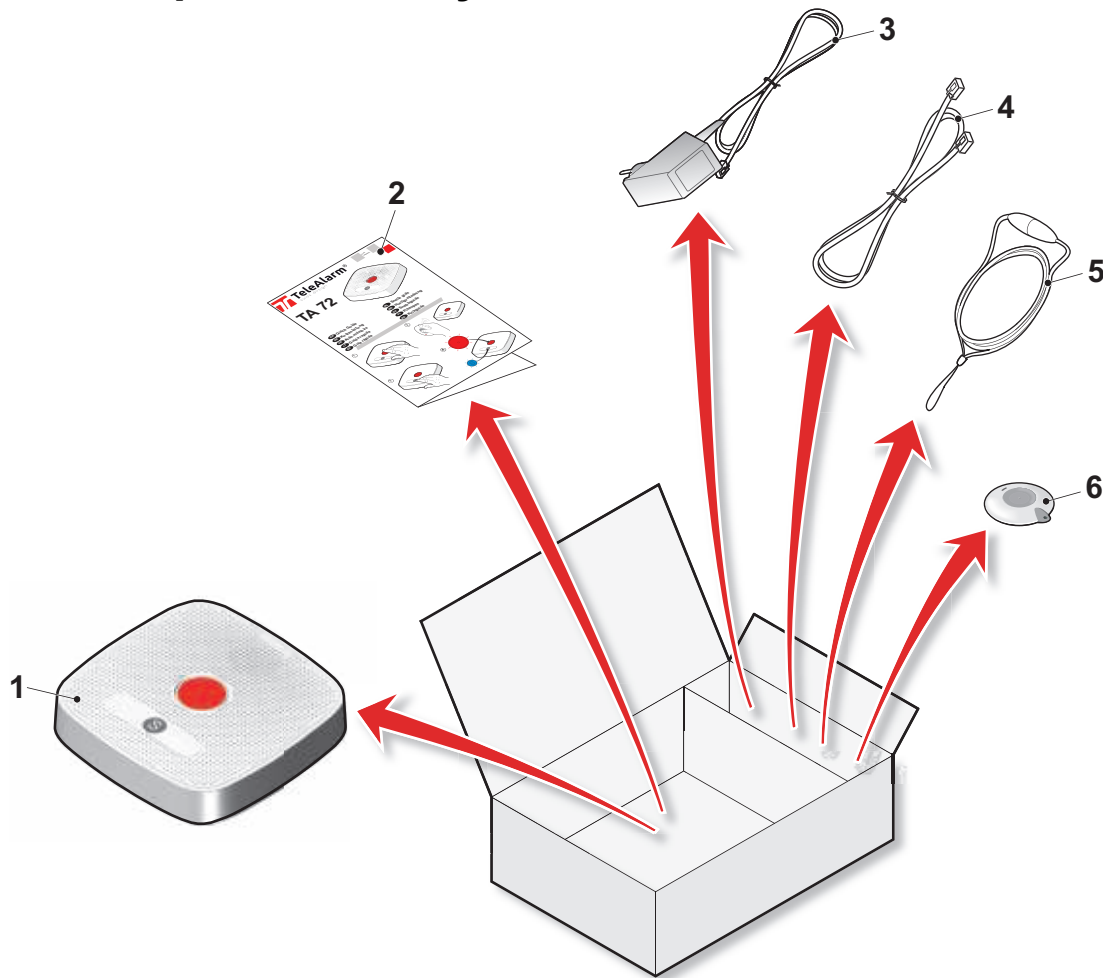


### NOTICE

This unit shall be tested weekly. See section 8.5 *Test instructions*.

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### 3 Scope of delivery



1. TA72 including pre-installed rechargeable backup battery
2. Quick user guide
3. Power supply unit
4. Phone cable with country-specific telephone plug and optional network cable
5. Necklace or bracelet
6. Wireless transmitter (battery included)

**INFO**

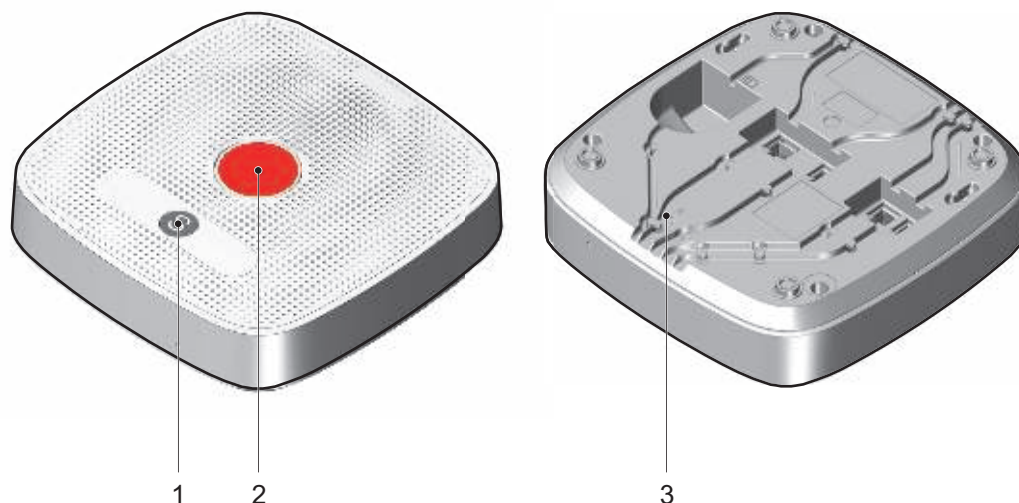
Additional accessories can be supplied on request.

**WARNING!**

To reduce risk of fire and electric shock, replace only with identical components and parts.

## 4 Product description

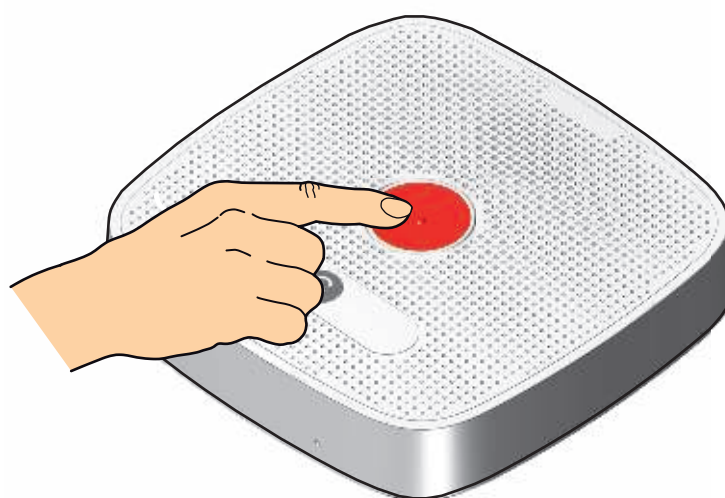
### 4.1 Unit description



1. Cancel / Action button
2. Emergency call button
3. Maintenance button

### 4.2 Emergency call button

If you require help, press the emergency call button to initiate a call.



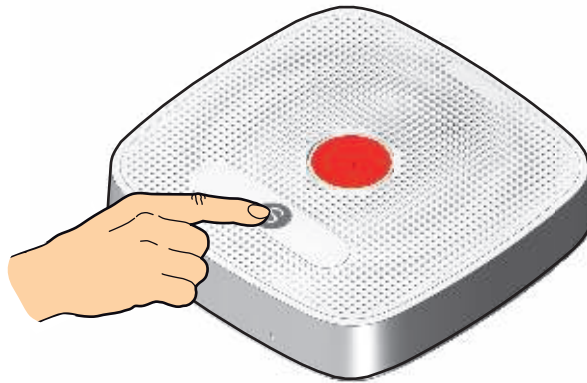
The call will be answered either by a person at the alarm receiving centre or a relative or other individual, according to the programmed destination.

## 4.3 Cancel / Action button (S button)

### 4.3.1 Cancel emergency call

If you have pressed the emergency call button by mistake, you can cancel the call with the action button during the pre-alarm time.

Press the action button until the unit announces '**stop**'. Calls cannot be cancelled after the pre-alarm time.



### 4.3.2 Take the first incoming call

If your TA72 is delivered to you unprogrammed, this special function allows you to accept the first incoming call (PSTN connection only).

- ▶ Press the action button 3 times within 3 seconds.

If the first incoming call is from your alarm receiving centre that supports this functionality, the operator can start a remote programming session. Refer to the *Reference Manual*.

### 4.3.3 Action button: service call

The action button can also be used as a service button. If you press the button and hold it for at least 2 seconds, the unit dials a call number that has been programmed for the service call and you hear the announcement '**service call**'.

### 4.3.4 Action button: unit status




If there is a malfunction the **Action** button flashes.














Press the **Action** button to announce the detected problem.








## 4.4 Device indications

### 4.4.1 Light signals

The TA72 has two indicator lamps that display the status of the unit. The symbols have the following meanings:

	Lamp shines bright
	Lamp shines dull
	Lamp blinks (0.5 s)
	Lamp flashes (0.1 s)

Status	Description or action	Blue	Red
Initialization	After power on.		
Device not programmed	The device will continuously beep 5 times every 10 seconds and the LED will alternatively blink.		
Error	Error message is announced once. Press action button to repeat. See <i>Section 4.4.3</i>		
Standby normal mode	Unit is in standby.		
Standby battery operated			
Standby mode with the action button set as service button.			
Pre-alarm	Can be cancelled with action button.		
Connection	Established connection.		

Status	Description or action	Blue	Red
Speak	Speak (indication for the hearing impaired).		
Listen	Listen (indication for the hearing impaired).		
Repeated call	When a call is repeated.		
Call activated	If the call is not acknowledged, a new call will be sent.		
Callback waiting time	Pressing action button acknowledges the alarm.		

#### 4.4.2 Local voice announcements from the unit

Voice announcement	Meaning
"Emergency call"	When the emergency call button is pressed.
"Call activated"	Connection failed - unit is calling again.
"Stop"	The call is cancelled by pressing the action button during the pre-alarm time.
"Service call"	When the action button is pressed, if it is programmed as a service button.
"Emergency call cleared"	When a repeated call is acknowledged on the unit.
"Call ended"	When a callback is acknowledged on the unit.
"Radio button [x]"	When a wireless transmitter button is pressed, x being the number of the transmitter, from 1 to 10.

### 4.4.3 Error messages

Error messages are announced by the TA72 locally and/or by the telephone in phone protocols. When the TA72 is in synthetic speech disabled mode, error messages are only announced by beeps.

Voice announcement	Media	Synthetic speech disabled mode	Meaning and action needed
<Power failure>	Local & phone	1 beep	Main power failure. Check the power connection
<Power restored>	Phone	–	Main power failure restored
<Line failure>	Local & phone	2 beeps	Connection to PSTN or IP network has been lost. Check the connection
<Unit battery empty>	Local & phone	3 beeps	The backup battery is empty. Connect to the main power
<Transmission failure>	Local	4 beeps	Emergency call not sent. Contact the alarm receiving centre
–	Local	5 beeps	Device is not operational. Refer to the <i>Reference Manual</i>
<Failure zero-one>	Phone	4 beeps	Radio frequency jamming. Another radio emitter disrupts the radio signal
<Failure two [x]>	Phone	3 beeps	Wireless transmitter [x] battery empty. Exchange the wireless transmitter battery
<Failure three [x]>	Phone	4 beeps	Wireless transmitter [x] radio transmission failure. Check the wireless transmitter

## 5 Installation



### INFO

Before starting to install and program the TA72, read the safety instructions in chapter 1 *Safety* and the following recommendations carefully.

### 5.1 Installation recommendations

- Place the TA72 on a flat and non-slippery surface.
- Do not cover the microphone (right-front side of the unit) and the loudspeaker (top of the unit).
- The TA72 must be connected with the original power supply.
- To send an alarm, at least one alarm receiver (an alarm receiving centre or a private phone) must be programmed.
- The power supply of the TA72 must be placed at least 10 cm away from the device.
- The power supply must be plugged into a wall socket in the proximity of the TA72 and must remain easily accessible at all times.
- Construction materials affect the range of the device. For example, reinforced concrete walls hamper the radio signal more than a brick wall.
- Location of the TA72 affects the range of the transmitter. The best place to locate it is a central room.



### NOTICE

When multiple media (PSTN, LAN) are used during the alarm call sequence, multiple paths are used to transmit the alarm. Therefore, using a combination of transmission methods increases the reliability of the alarm transmission.

This device can transmit alarms over a dial tone PSTN network using analogue protocols like RB2000, TTNew+, CPC or BS8521. As technology advances and competition for broadband bandwidth increases, the PSTN providers will convert to compressed digital transmission for all their voice phone transmissions. Because of this technology change from an analogue to a digital environment, problems can occur. This means that an alarm transmitted using analogue protocols over PSTN becomes difficult and unreliable.

A shift to digital IP telecommunication is inevitable and already underway. This is why TeleAlarm strongly recommend the use of digital protocols like RBIP or SCAIP to ensure reliable alarm transmission.

The best way to ensure alarm transmission to the alarm monitoring centre is to vary the connection paths (PSTN and LAN) and the protocol types, preferably digital protocols, within the alarm call sequence of the device.



## 5.2 Placing the TA72

### Placing on a surface

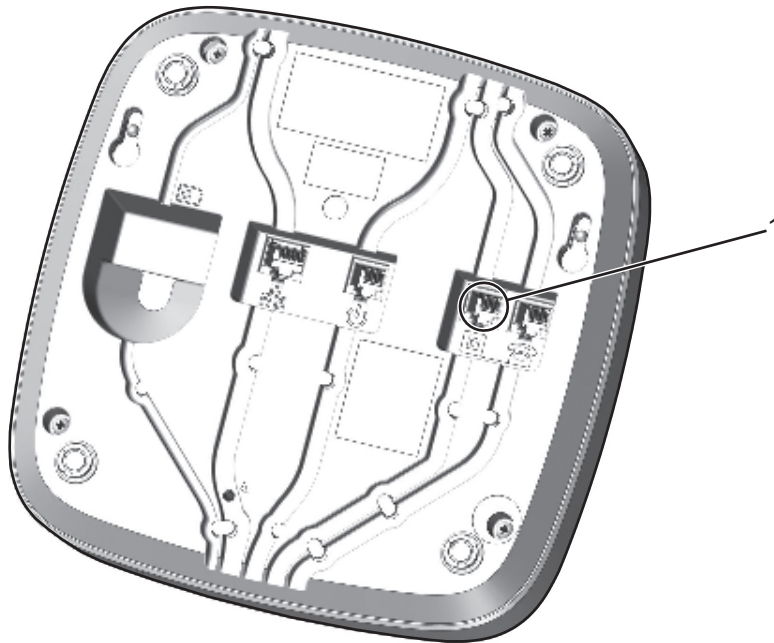
The TA72 is designed for use at home. Many items of furniture are coated with a variety of paints, varnishes and plastics. The feet of the TA72 may leave marks on furniture as a result of chemical processes.

### Wall mounting

You can mount the TA72 directly onto a wall. See section *10.4 Wall mounting, page 42*

## 5.3 Connecting the TA72

### 5.3.1 PSTN connection



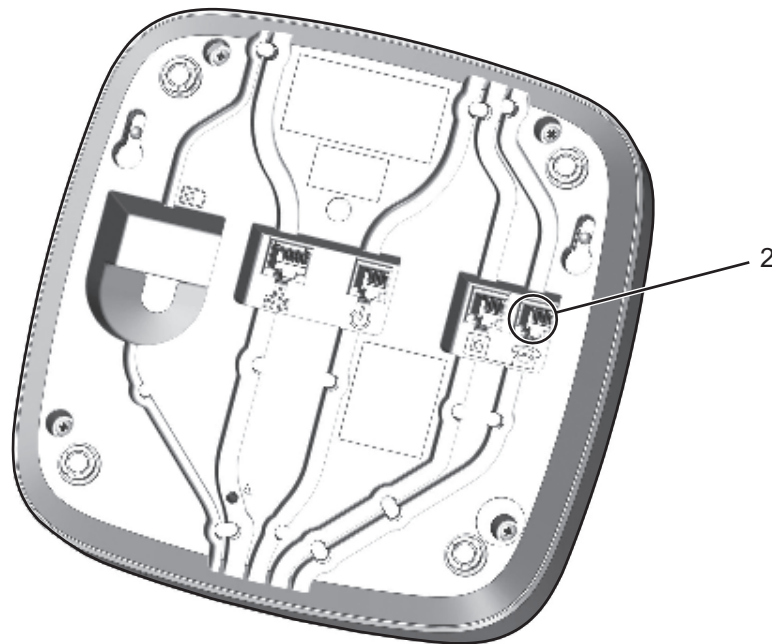
1. Insert the plug of the telephone cable into the socket **(1)** on the TA72. Feed the cord through the cable channel and through the opening on the back of the unit.
2. Fit the plug of the telephone cable into the socket of the telephone outlet.



#### **NOTICE**

Only connect the unit to a telephone outlet that has been correctly installed by your telephone service provider. The TA72 is designed to be connected to the public telephone network.

### 5.3.2 External telephone connection (option)



1. Insert the plug of the external telephone cable into the socket **(2)** on the TA72. Feed the cord through the cable channel and through the opening on the back of the unit.
2. Fit the other end of the external telephone cable into your telephone.



#### **WARNING!**

Risk to the person in need of assistance from failed emergency calls.

In the event of an emergency, the unit must be able to send out an emergency call even if a phone call is in progress at the time.

To check whether an emergency call can be sent:

1. Make a phone call as you normally would.
  2. When the phone call is in progress, press the **Emergency call** button.
- ▶ If the setup is correct, the phone call will be interrupted immediately after the pre-alarm.

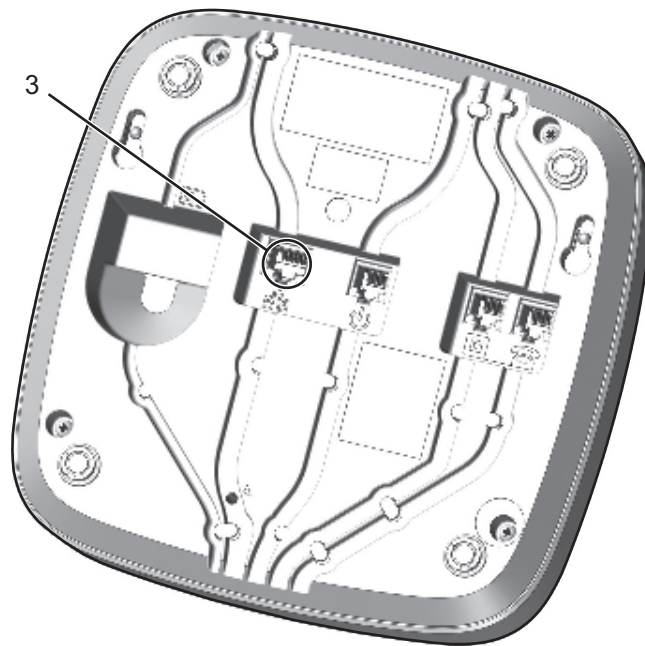


#### **WARNING!**

Risk to the person in need of assistance from failed emergency calls.

With a private branch exchange (PABX or a digital box) there is no guarantee that a phone call will be interrupted by the emergency call.

### 5.3.3 Ethernet (LAN) connection



1. Insert the plug of the network connection cable into the socket **(3)** on the TA72. Feed the cord through the cable channel and through the opening on the back of the unit.
2. According to your installation, fit the other end of the network connection cable into your router outlet or switch.

**NOTICE**

Be aware of potential limitations due to network availability. In case of a DSL or cable equipment, be aware of power failures. Prioritizing an emergency call may not always be possible.

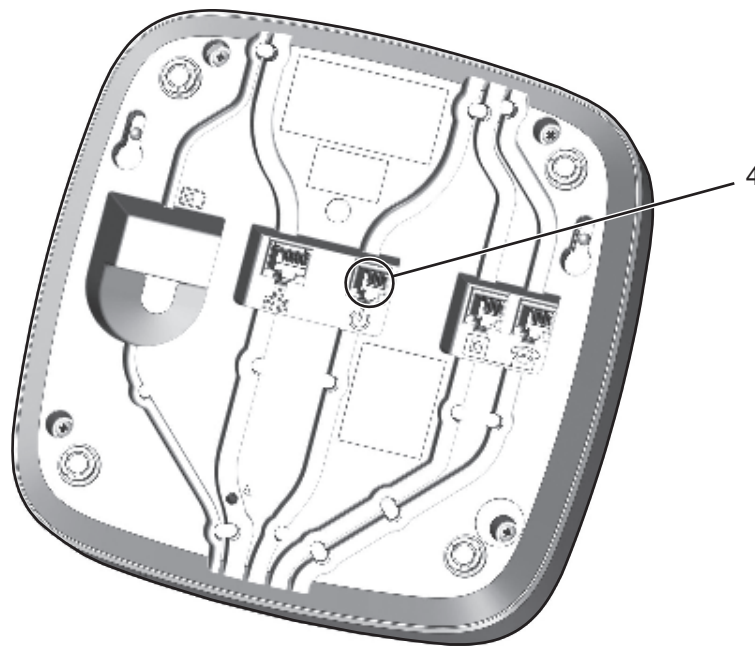
**NOTICE**

The TA72 shall be connected only to a device with the autonegociation procedure enabled for the Ethernet communication.

**NOTICE**

Use only the original flat LAN cable supplied by TeleAlarm.

### 5.3.4 Power connection



1. Insert the plug of the power adapter into the socket **(4)** on the TA72. Feed the cord through the cable channel and through the opening on the back of the unit.
2. Plug the power adapter into the power outlet.

All the indicator lights will illuminate up for approx. 2 seconds, this is a battery test. The unit enters into standby mode and can now be programmed (refer to the *Reference Manual* for more information on programming).



#### INFO

The backup battery will charge up when the TA72 is connected to the main power supply. The specified standby time is available when the battery is fully charged, after approx. 16 hours.

If the unit is disconnected and stored, connect it to the main power supply at least once every 6 months, to allow the battery to charge.

### 5.3.5 Perform a test

Once the unit is installed and programmed, perform a test immediately by triggering an alarm with the wireless transmitter. See also section *8.5 Test instructions*.

## 5.4 Switch off

To switch the TA72 off without battery operation, remove the power plug from the socket (4).



### INFO

If you remove the power adapter from your power outlet, the unit announces '**power failure**'. The unit will switch to battery operation.

---

## 6 Programming

Before you program the TA72 you must be familiar with all of the unit's functions. Programming is specifically intended for trained and authorized personnel only.



### NOTICE

Correct programming of the TA72 is highly important for the full function of the unit. If the device is put into operation for the first time, the red and blue LEDs will flash alternately, and the device will emit five beeps every 30 seconds. This warning signal indicates the need of initial programming.

Please refer to the *Reference Manual* for more information on programming.

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### 6.1 Programming methods

Three programming methods are available to program your TA72:

- The Configuration Manager software
- The TeleAlarm® Cloud Services
- A compatible alarm receiving centre

Please refer to the corresponding documents for more information.



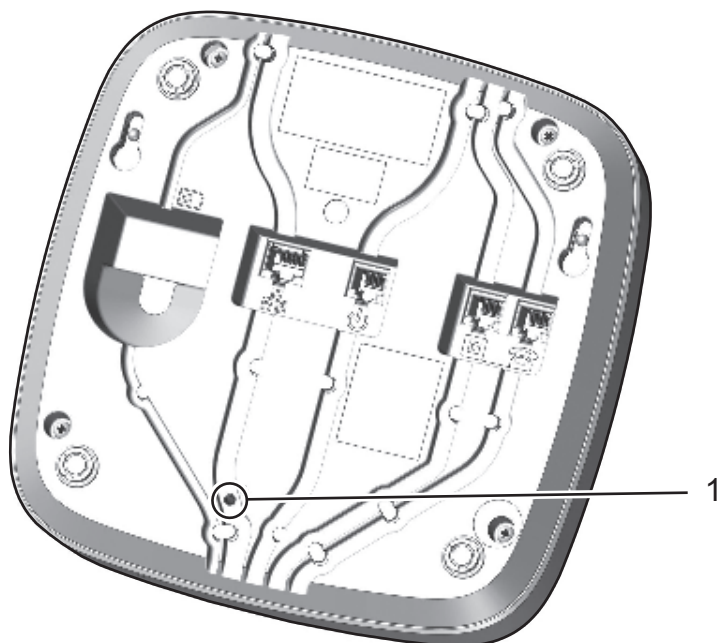
### INFO

Check the remote programming possibilities with your alarm receiving centre.

---

## 6.2 Special key functions

### 6.2.1 Maintenance button



To press the **Maintenance** button (1), use something long and thin, such as an unfolded paper clip.

### 6.2.2 Reset the TA72

1. Press the **Maintenance** button for 0.5 to 2 seconds and then release it.
2. The unit beeps and reboots.

### 6.2.3 Restore the TA72 to default settings

1. Press the **Maintenance** button for at least 20 seconds.
2. The unit announces <Setup reset>.

The unit is now non-operational. You have to program it with the Configuration Manager or TeleAlarm<sup>®</sup> Cloud Services. Please refer to the *Reference Manual* for more information on programming.



#### NOTICE

This function deletes all user settings and restores the default settings.



## 6.2.4 Enter Service mode



### INFO

To enter the Service mode is only possible when the device is on standby (no running alarm).

1. Press the **Maintenance** button for about 6 seconds to enter Service mode.
  - ▶ Device plays beeps and the blue LED blinks until time out or the **Action** button is pressed.
2. Press the **Action** button once. The unit announces <1>.
  - Press the **Action** button again. The unit announces <2>.
  - Press the **Action** button again. The unit announces <3>.
  - Press the **Action** button again. The unit announces <4>.
- ▶ If the **Action** button is pressed again, a new cycle begins and the unit announces <1>, etc.
3. When the desired number is announced, press the **Emergency call** button to access the related feature. Feature 3 plays its current status automatically after two seconds.

Service mode feature:

Feature	Description
Feature 1	Wireless transmitter 1 registration. See Section 6.3, page 26.
Feature 2	Wireless transmitter 2 registration. See Section 6.3, page 26.
Feature 3	Dynamic Host Configuration Protocol (DHCP) mode setting and IP address announcement. See Section 6.4, page 26.
Feature 4	Radio Frequency (RF) range test. See Section 6.5, page 27.



### INFO

To use feature 4, the wireless transmitter must already be registered into the TA72.

## 6.2.5 Exit Service mode

The TA72 automatically exits the Service mode after performing feature 1, 2 or 3. Press any button on the TA72 to exit feature 4.



### INFO

If no button is pressed for eight seconds, the TA72 will automatically exit the Service mode.

## 6.3 Wireless transmitters 1 and 2 registration

This feature allows the registration of a wireless transmitter to the TA72 (without using any software).



### INFO

The wireless transmitter, which is delivered with the TA72, is already paired. Assigning another transmitter using feature 1 will replace the original transmitter with the new one.



### INFO

The description below is valid for features 1 and 2.

### Assign a wireless transmitter to the TA72

1. Press the **Maintenance** button and use feature 1 or 2.
  - ▶ If needed see section 6.2.4 *Enter Service mode, page 25*.
  - ▶ It is possible to assign up to 2 wireless transmitters to the TA72 (the first with feature 1 and the second with feature 2).
2. Press the **Emergency call** button to confirm the feature selection.
3. Press the wireless transmitter button to register the device with the TA72.
4. Press the wireless transmitter button a second time to confirm the pairing between the 2 devices.
  - ▶ After having performed the pairing, the TA72 automatically exits Service mode.

## 6.4 DHCP setting and IP address announcement

When the device enters feature 3, it will announce the DHCP and IP status.

The first digit corresponds to the state of the DHCP (0 = OFF, 1 = ON). The IP address of the device is then announced.

The status of the DHCP could then be set (ON or OFF).

### Switch on/off the DHCP

1. Press the **Maintenance** button and use feature 3.
  - ▶ If needed see section 6.2.4 *Enter Service mode, page 25*.
  - ▶ The TA72 will automatically announce the DHCP status and its IP address.
2. Press the **Emergency call** button to switch on/off the DHCP.
  - ▶ After performing the change of the DHCP mode, the TA72 exits Service mode automatically.



### INFO

If the DHCP is disabled, the device will have a static IP address. See the *Reference Manual* for more information. The default address is 192.168.1.10.

## 6.5 Wireless transmitter range test

It is possible to set the TA72 into test mode in order to test the radio range of the wireless transmitter. By pressing the wireless transmitter button the TA72 plays an acoustic signal without starting an alarm.



### INFO

In order to test the transmitter's range, it must first be connected to the TA72.



### INFO

If no acoustic signals are emitted from the TA72 when the wireless transmitter is pressed, it means that the transmitter is out of range or something is blocking the transmission.

---

### Enter and use wireless transmitter range test mode

1. Press the **Maintenance** button and use feature 4.
  - ▶ If needed see section 6.2.4 *Enter Service mode, page 25*.
  - ▶ When entering the RF range test mode a 3-minute timer starts. The unit will automatically exit the RF range test mode at the end of the 3 minutes.
  - ▶ The red light flashes every 2 seconds and the TA72 emits a short beep every 5 seconds to indicate that the test mode is enabled.
2. Press the wireless transmitter button.
  - ▶ When the TA72 receives the signal from a registered wireless transmitter, it emits an acoustic signal.
3. Press any button on the TA72 to exit the test mode.



### INFO

Every time the TA72 receives a signal from a registered wireless transmitter, the 3-minute timer will reset.

If no signal is received during 3 minutes, the TA72 will automatically return to standby.

---

## 7 Additional devices

### 7.1 Wireless transmitters

The wireless transmitter that is supplied with the TA72 allows you to trigger emergency calls from any place in your home within radio range.



Always carry the wireless transmitter with you when you are at home.

#### To make an emergency call using the wireless transmitter:

1. Press the button on the wireless transmitter.
  - ▶ The indicator lamp lights up once as confirmation.
  - ▶ The TA72 announces <Radio button x> (x is the number of the wireless transmitter) and the call sequence starts.

An emergency call made by mistake can be cancelled during the pre-alarm by pressing the **Action** button on the TA72.



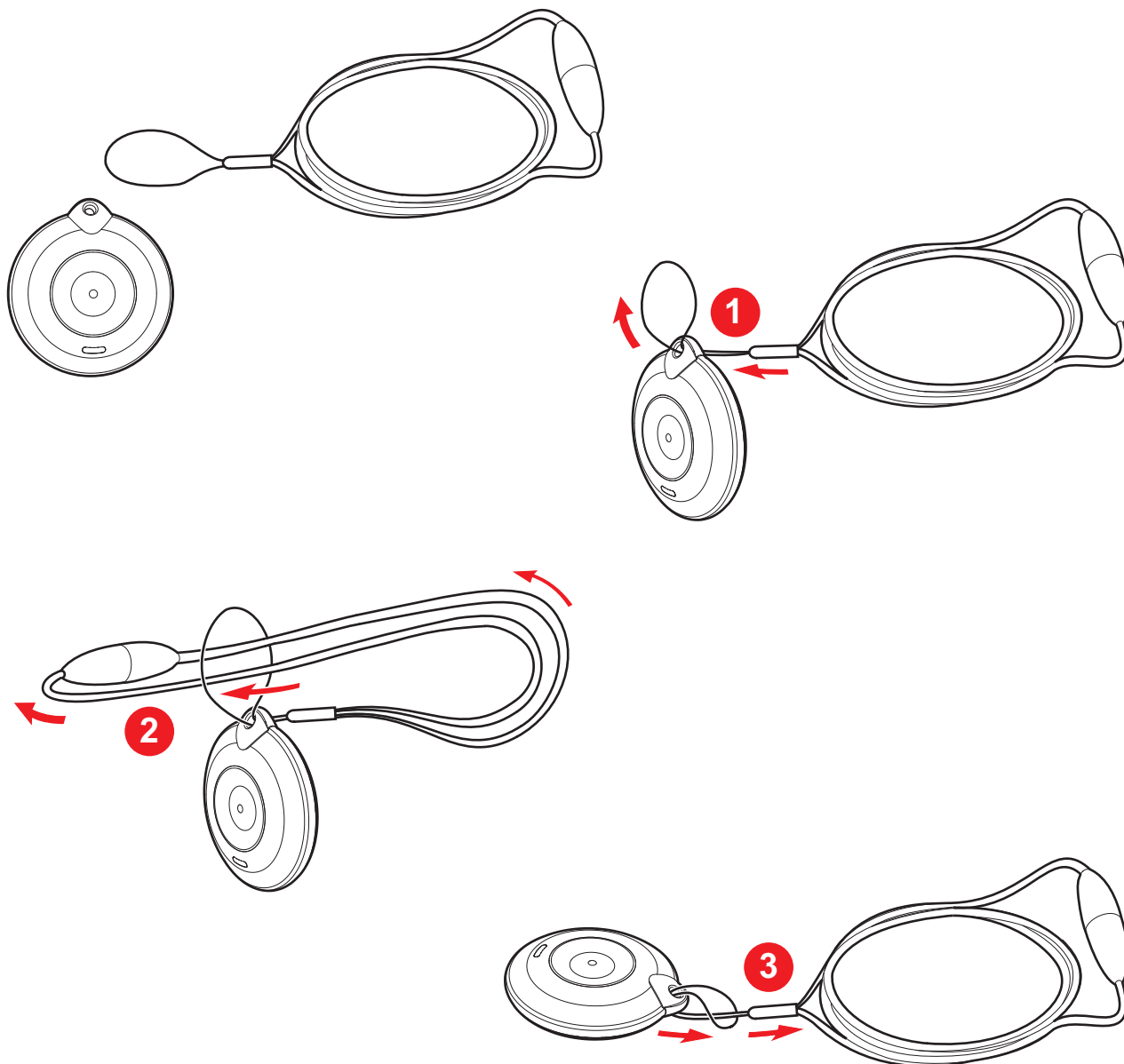
#### **WARNING!**

Risk to the person in need of assistance from failed emergency calls.

The radio range between the wireless transmitter and the TA72 depends largely on the environment in which the devices are used. Test the range of the wireless transmitter within your entire home area.

## 7.2 Necklace installation

1. Insert the thin wire in the hole of the ring.
2. Pass the necklace cord in the loop formed by the thin wire.
3. Pull the necklace cord until the thin wire is passed around the ring.



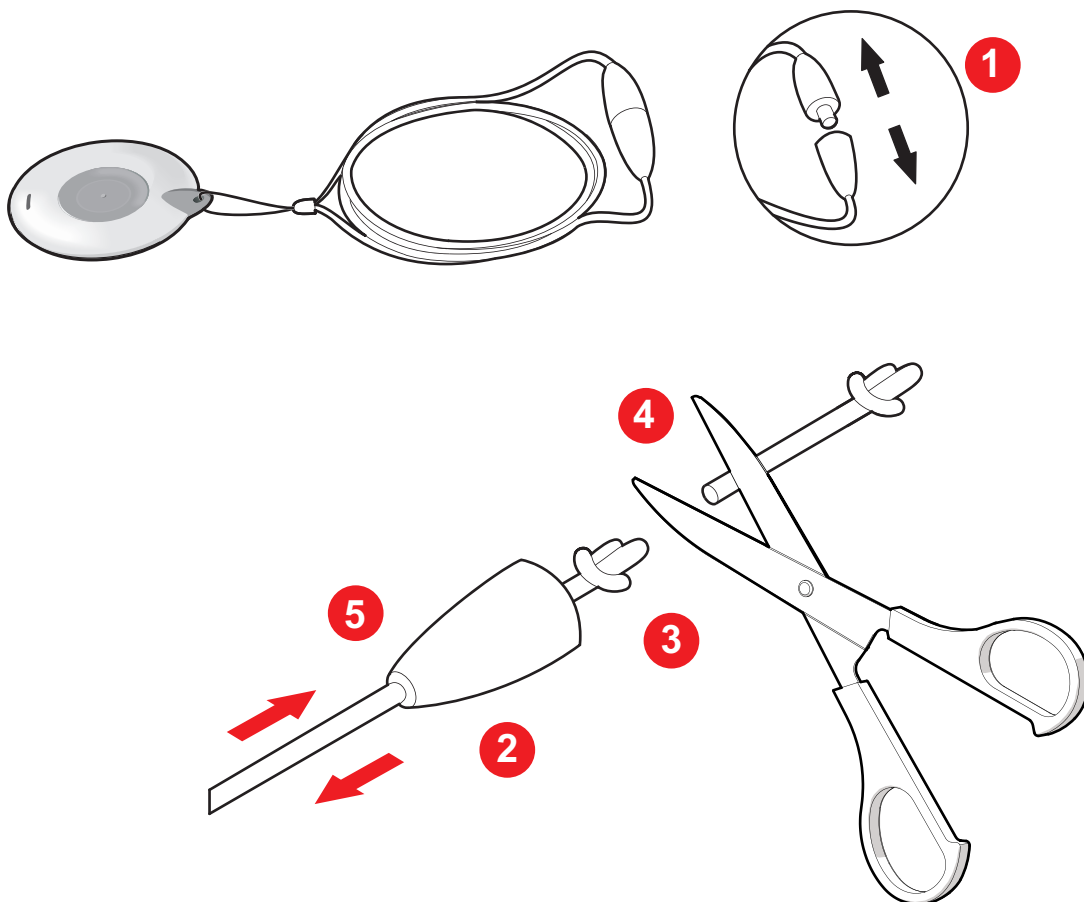
## 7.3 Shortening the necklace's cord

1. Open the necklace's cord with the two connectors.
2. Push the female connector back to the beginning of the cord.
3. On the cord of the female connector, make a knot at your preferred length.
4. Using scissors, cut the excess cord after the knot.
5. Place the knot in the connector and close the two connectors.



### NOTICE

Do not tie knots in the cord.



## 7.4 Wireless detectors

Up to 10 wireless transmitters can be registered to your TA72. They must be paired to your device to work correctly.

For more information, refer to the *Reference Manual*.

## 8 Operation

### 8.1 Emergency call to an alarm receiving centre

#### How the emergency call is processed at the alarm receiving centre

1. Initiate an emergency call with the TA72 or the wireless transmitter.
2. The emergency call is sent.
3. An operator at the alarm receiving centre takes your call.
4. Speak to the operator.
5. Wait until assistance arrives.

### 8.2 Emergency call to a landline telephone

The TA72 can be programmed to send an emergency call to a landline telephone or a cell phone via the public switched telephone network (PSTN). The emergency call from the TA72 is received just like a normal phone call.

#### How the emergency call is received on a landline telephone

1. Initiate an emergency call with the TA72 or the wireless transmitter.
2. The emergency call is sent.
3. The person picks up the phone.
4. The TA72 plays its announcement message, up to the number of times defined in the parameter **Number of announcements when calling a telephone**.
5. The called person must press the key **7** once to accept the call, anytime during the announcement message. The communication is then established in full duplex.



#### INFO

If key **7** is not pressed on the phone, the TA72 hangs up after playing its message, then continues the call sequence.

6. Once the call has been accepted, the following features are available (see table in section 8.3 *Key functions on a landline telephone*, page 32).
7. The communication remains active for about three minutes. When it reaches this limit, a 3-beep tone is played regularly to indicate the communication will be stopped. To continue the call for another three minutes, press key **1** twice.
8. Press **0** twice to terminate the call.



#### NOTICE

If the emergency call is not terminated by pressing **0** twice, the call will not be properly acknowledged. The TA72 will automatically dial the next call number.



#### INFO

Instead of the subscriber number, a personal message can be recorded, e.g. <This is Mrs. Brown's emergency call unit...>, refer to the *Reference Manual* for more information.

### 8.3 Key functions on a landline telephone

When the destination number is in telephone protocol, the respective key function needs to be pressed twice in order to confirm the selection.

Key	Function
<b>0+0</b>	Terminate and acknowledge the call.
<b>1+1</b>	Extend the call by another 3 minutes.
<b>2+2</b>	Repeat the alarm message.
<b>3+3</b>	Speak with normal volume to the TA72.
<b>4+4</b>	Listen to the TA72.
<b>5+5</b>	Increase the volume and speak to the TA72.
<b>6+6</b>	Reduce the volume and speak to the TA72.
<b>7+7</b>	Interrupts all messages played by the TA72 and switches to duplex mode (two way operation).
<b>8+8 + 0+0</b>	Cancel the repeated call function for the call by pressing <b>8</b> then <b>0</b> twice respectively.
<b>9+9</b>	Reject the call and terminate. The TA72 dials the next number on the list.



## 8.4 Taking phone calls



### INFO

This feature is only available on PSTN connection.

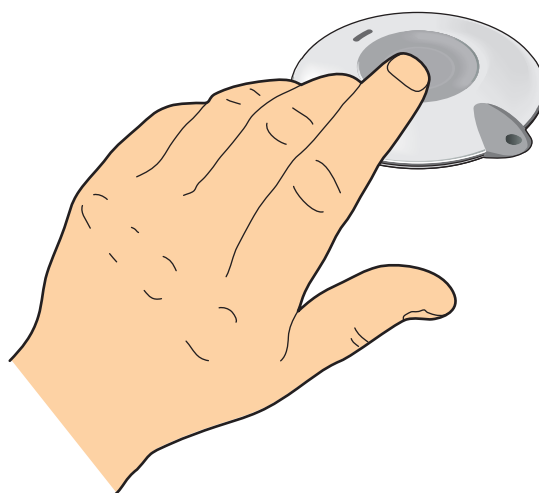
The TA72 can be programmed in order to answer phone calls using the emergency call button on the unit or using the wireless transmitter. For this, the programming step "**Incoming call recognition**" must not be set to 0. Refer to the *Reference Manual*.

### Taking phone calls with the TA72

- To answer a phone call with the TA72, press the emergency call button when the phone rings.
- To terminate the call, press the emergency call button again.

### Taking phone calls with the wireless transmitter

- To answer a phone call with the wireless transmitter, press the button of your wireless transmitter when the phone rings.
- To terminate the call, press the button of your wireless transmitter again.



## 8.5 Test instructions

Make sure you perform a test regularly, by sending a manual test alarm with the wireless transmitter. This will test the wireless connection between the wireless transmitter and the TA72. It will also test the connection of the TA72 to the alarm receiving centre.



### **WARNING!**

Risk to the person in need of assistance from failed emergency calls.  
Test the emergency call function at least once a week.

---

### **Perform a test**

Press the button of the wireless transmitter.

- ▶ The TA72 should call the alarm receiving centre or the private phone.

## 9 Maintenance

The installer should perform the following checks:

- Check the unit's housing for damage such as cracks or chips.
- Test the key functions and check that the spaces in between the keys are clean.
- Check the cords regularly for damage.
- Check compliance with safety instructions (see section 1 *Safety*).

### 9.1 Cleaning

- Regularly clean the surface of the TA72 with a soft cloth. If required, dampen the cloth lightly with a pH-neutral cleaning product.



- Do not spray cleaning products onto the unit housing. The surface of the housing can be damaged by abrasive products or those containing alcohol, cleaning products containing alcohol or vinegar, cleaning products for glass or plastics, disinfectants except Incidur®, methylated spirits, petroleum ether, other aggressive agents.



- If a liquid is spilled into the loudspeaker holes or the buttons of the TA72, simply hold the unit upside down to remove the liquid from the unit. Gently shake if necessary. Perform a test to check proper speech function (see section 8.5 *Test instructions*).

### 9.2 Device disposal

Electrical or electronic devices that are no longer serviceable must be collected separately and sent for environmentally compatible recycling (in accordance with the European Waste Electrical and Electronic Equipment Directive). To dispose of old electrical or electronic devices, you should use the return and collection systems put in place in the country concerned. Old backup battery should be handled in the same manner.



## 9.3 Replacing the backup battery

The backup battery of the TA72 has a limited lifetime and should be replaced after three years, or if the device announces the error <Unit battery empty>. Replace the battery even if the TA72 is powered all the time by the main power.

**NOTICE**

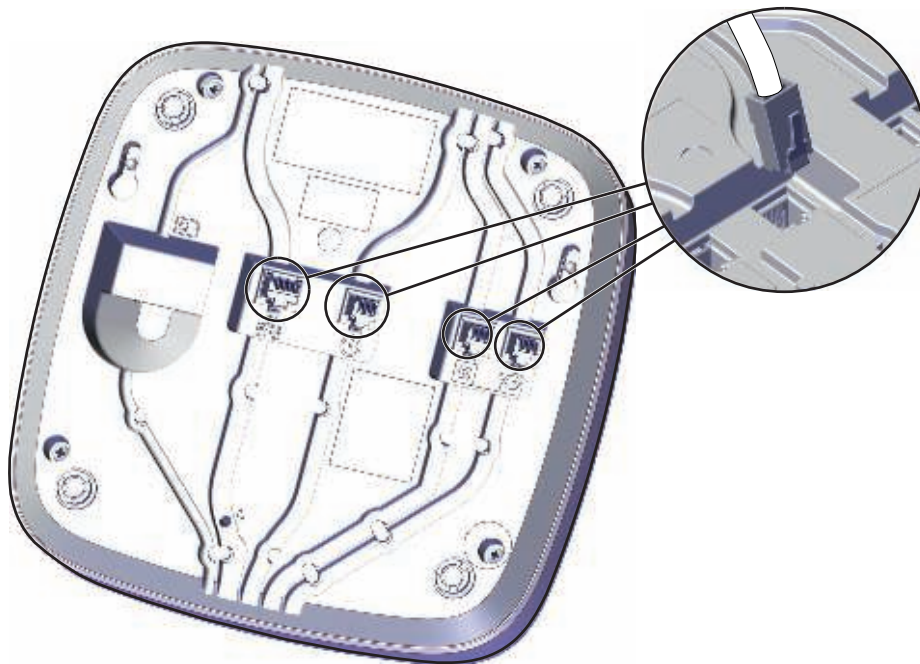
The TA72 should be serviced by trained and authorized personnel only.

**NOTICE**

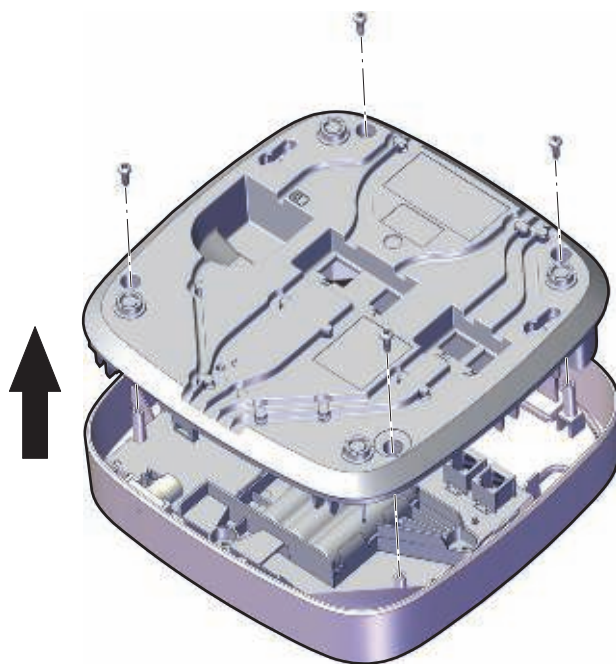
Use only original batteries made for the related device and supplied by TeleAlarm. Any other batteries could damage the unit.

To replace the battery:

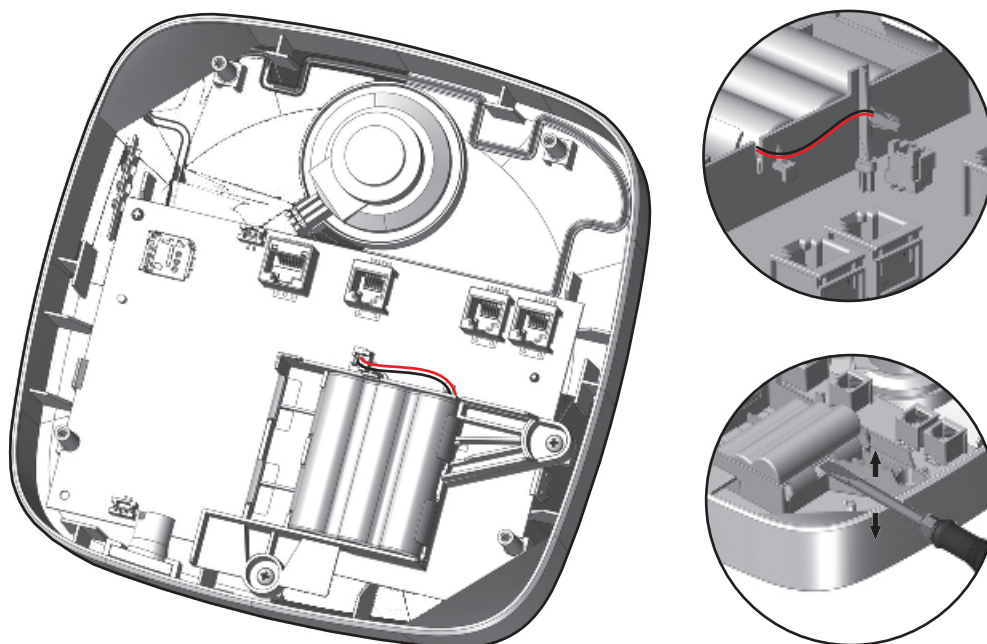
1. Disconnect all the connected plugs from the unit, starting with the power plug.



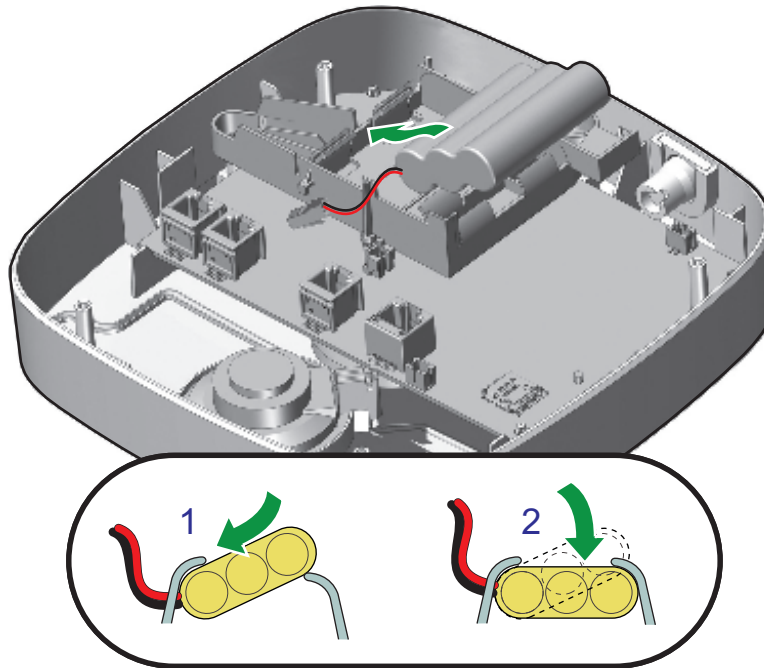
2. Unscrew the four screws on the bottom of the device and remove the back cover.



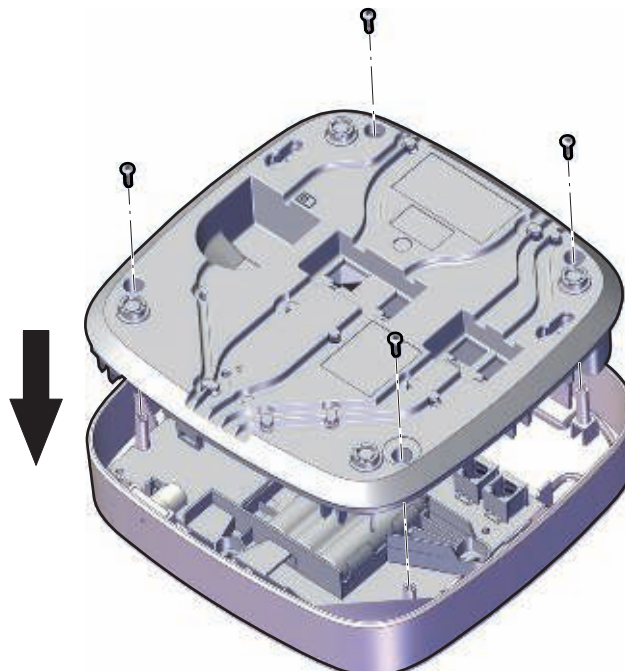
3. Disconnect the plug of the backup battery from the device.
4. Lever off the battery with a screwdriver and release it from the two braces. Pull it out gently from its location.



5. Place the new battery with one brace engaged.
6. Push the side of the new battery over the other brace until it is clipped.
7. Connect the plug of the backup battery to the device.



8. Place the cover back on the device and screw in the four screws.



9. Reconnect all the plugs to the unit, as explained in section 5.3 *Connecting the TA72*.
10. Perform a test as explained in section 8.5 *Test instructions*.
11. Discard the old battery according to section 9.2 *Device disposal*.

## 9.4 Replacing the wireless transmitter battery

The battery of the wireless transmitter should be replaced when the integrated LED flashes three times when the button is pressed.

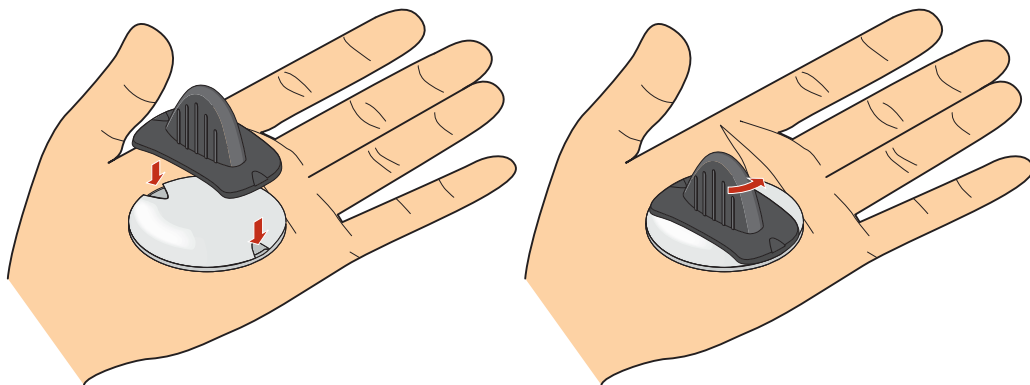


### NOTICE

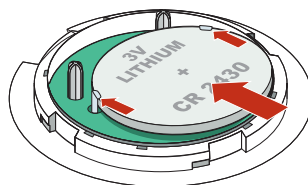
The wireless transmitter should be serviced by trained and authorized personnel only.

To replace the battery:

1. Open the wireless transmitter in using the dedicated tool.



2. Remove the old battery.
3. Insert the new battery (CR2430).



4. Carefully close the wireless transmitter, using the dedicated tool.
5. Perform a test as explained in section 8.5 *Test instructions*.
6. Discard the old battery according to section 9.2 *Device disposal*.



### WARNING!

Swallowed button cell batteries can cause severe internal burns and can lead to death. Keep new and used batteries away from children.

If the battery compartment does not close securely, stop using the product and keep it away from children. If a battery has been swallowed or is inside any part of the body, seek immediate medical attention.

## 10 Appendix

### 10.1 TA72 technical specifications

Dimensions (H x W x D)	50 x 191 x 191 mm
Weight	approximately 0.6 kg
Permissible temperature	<ul style="list-style-type: none"> <li>– Operation: +5°C to +40°C</li> <li>– Storage: - 20°C to +60 °C</li> </ul>
Maximum relative humidity	93%
Altitude	up to 5000 m
Switched-mode power supply	Adapter 100 – 240 V AC / 0.18 A input, 6 V DC / 1.0 A output
Backup battery	3.6 V NiMH battery, 2 Ah
Battery lifetime	min. 48 hours with one 30-minute call. Value at date of purchase with a fully charged battery
Current consumption	<ul style="list-style-type: none"> <li>– approx. 135 mA standby with power supply</li> <li>– approx. 30 mA standby in battery operation</li> </ul>
Communication connections	PSTN, Ethernet / VoIP
Frequency	869.2125 MHz
RF Receiver	Complies with class 1 as specified in EN 300220-1 V3.1.1
Ingress protection class	<ul style="list-style-type: none"> <li>– TA72: IP32 (IP30 wall mounting)</li> <li>– Wireless transmitter: IP67</li> </ul>
Environmental class	Class 1 as specified in EN 50134-3
Max. number of wireless transmitters or detectors	10
Emergency call protocols	Multi-protocol (RB2000, RB2000E, TTnew+, CPC, BS8521, RBIP, telephone, SCAIP)
Programmable call numbers	10 call destinations freely assignable to any type of trigger group
Volume settings	8 levels
Voice message	Recordable, max. 10 seconds
Hands-free range	> 5 m
Available languages	Dutch, French, English, German, Spanish
Accessibility	Synthetic speech disabled mode
User guidance	Voice output and LED indication
Programming options	<ul style="list-style-type: none"> <li>– LAN using the Configuration Manager</li> <li>– Remote programming via TeleAlarm® Cloud Services</li> <li>– Remote programming from alarm receiving centre</li> <li>– Service mode</li> </ul>



Connectivity	<ul style="list-style-type: none"> <li>– PSTN line</li> <li>– External telephone</li> <li>– Ethernet/LAN (10/100 MB/s)</li> </ul>
CE Directives	LVD 2014-35-EU, EMC 2014-30-EU, RED 2014/53/EU, RoHS 2011/65/EU
Standards complied with	<ul style="list-style-type: none"> <li>– EN 50134-1</li> <li>– EN 50134-2</li> <li>– EN 50134-3</li> <li>– EN 50134-5</li> <li>– EN 301489-1 V2.1.1</li> <li>– EN 301489-3 V1.6.1</li> <li>– EN 300220-2 V3.1.1 Category 1 radio receiver</li> <li>– EN 62368-1</li> <li>– EN 62479</li> <li>– EN 50130-4</li> <li>– EN 55032</li> </ul>

## 10.2 Licences

The TA72 firmware contains a library, called lwIP, which is licensed under the BSD licence: Copyright © 2001-2004 Swedish Institute of Computer Science. All rights reserved.

The lwIP library redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

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This software is provided by the author "as is" and any express or implied warranties, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose are disclaimed. In no event shall the author be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement of substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this software, even if advised of the possibility of such damage.

## 10.3 Conformity

All connected parts must meet the electrical insulation requirements of TNV3, EN 60950. The TA72 is designed for operation on the public analogue telephone network and Ethernet network. The wireless transmitter that is supplied with the unit uses the frequency specially reserved for social alarm calls in Europe.

We, TeleAlarm®, declare that the above mentioned products are manufactured in compliance with EU Directives LVD 2014-35-EU, EMC 2014-30-EU, RED 2014/53/EU, RoHS 2011/65/EU.

## 10.4 Wall mounting

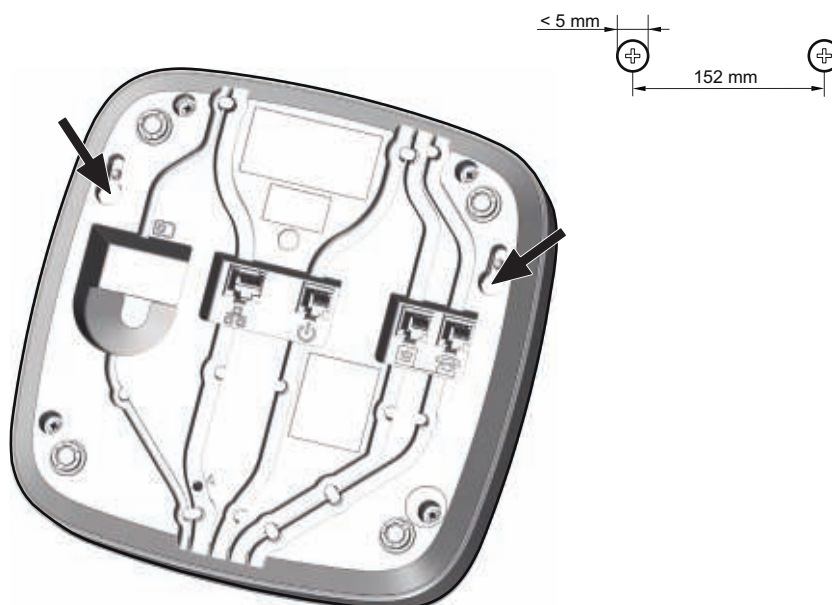
For wall mounting you will need 2 screws with a shank diameter of less than 5 mm and a head diameter between 7 and 9 mm, and two suitable wall plugs.

1. Position the plugs and screws so that the distance between the screw centres measures 152 mm: see the drawing below.
2. Locate the intended location for the screws on the back of the unit.
3. Adjust the screw depth.



### INFO

When the device is mounted on the wall the cords can be fed through the cable channels and through the openings on the front of the unit.



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