Automatic Phone-Out Home Monitoring Systems

Power Outage and Freeze Alarm	Model Number: THP202
Power Outage, Freeze and Flood Alarm	Model Number: THP201

Product Description

These monitoring systems are intended to monitor homes, cabins, and other premises for power outage, low temperature conditions and the presence of water. They are designed to automatically call up to three telephone numbers—such as your cell phone, your cabin phone, your primary residence phone, or a neighbor's phone-- when an alarm condition occurs. Sensors for power outage and temperature, featured in Model Number THP202, are housed in the main control panel. An additional water sensor is housed in a separate plug-in accessory, which is included with Model Number THP201. The water sensor can be placed up to 100 feet from the control panel using additional telephone line.

For each of the following three potentially damaging situations, this monitoring system will automatically dial up to three user-programmed telephone numbers and advise the person answering that one or more of these conditions have been detected:

- A power failure in the branch circuit that the control panel is plugged into
- A temperature drop to below 45°F +/-3°F (7°C +/- 2°C) at the control panel
- The presence of water at the location of the optional water sensor probe (when plugged into the control panel)

The person answering the call from the alarms can choose to either:

- Do nothing and allow the monitoring system to call every 15 minutes while alarm condition exists.
- "Acknowledge" the call and allow the monitoring system to continue to inform them of the alarm condition at one hour intervals beginning with the first telephone call and continuing until the alarm condition no longer exists, or
- "Disable" the monitoring system and halt all monitoring and calling features of this monitoring system. WHEN THE MONITORING SYSTEM HAS BEEN DISABLED, IT MUST BE RESET **AT THE CONTROL PANEL** BEFORE THE MONITORING AND CALLING FUNTIONS WILL RESUME.

The monitoring system control panel must be located where is has access to an active Touch Tone™ or rotary/pulse telephone line and a 120-Volt electrical outlet.

Parts List

Main Automatic Phone-Out Control Panel	AC/DC Wall Voltage Adapter
3-Foot phone cord	Plastic Wall Anchors (2)
Wall Anchor Screws (2)	Velcro TM mounting pads (2)
9-Volt Battery	Water Sensor (Model Number THP201)

Monitoring System Features

- Installs in minutes
- Clear voice message that specifies alarm type (temperature, power outage or flood) on the outgoing call
- Will call up to three programmed telephone numbers when an alarm condition occurs
- Works on either rotary/pulse or tone telephone lines
- Monitors the outgoing telephone line to establish a dial tone before making an alarm call-out.
- Can select whether or not to monitor temperature.
- Can be set for either a 5 minute or 30 minute call out delay after an alarm condition is detected
- ON/OFF switch to disable the monitoring system when monitoring is not desired and to reset the monitoring system when "Disabled".
- Visual indicator and audible signal when an alarm condition is detected
- Red LOW BATTERY indicator light on control panel
- Operates in an ambient temperature range of 32°F to 175°F (0°C to 80°C)
- FCC Approved
- UL Listed wall outlet power adapter
- Water Sensor can be connected to up to 100 feet of phone cord to reach potential hazard area.

    IMPORTANT - Read and thoroughly understand the instructions and warranty prior to installation. The installation of these alarms requires that the monitoring system be tested after installation to insure that the monitoring system is compatible with both the outgoing telephone line and the telephone(s) that will be called. This monitoring system is an outgoing telephone device only and will not respond to any incoming telephone calls.

Control Panel Components

CONTROL PANEL
COVER RETAINING SCREW
ON / OFF SWITCH
KEY PAD
SLIDE PLATE OUTWARD FOR OPERATING INSTRUCTION SUMMARY
SYSTEM ARMED INDICATOR LIGHT
LOW BATTERY INDICATOR LIGHT
WALL ADAPTER POWER SOCKET
LINE IN TELEPHONE SOCKET
LINE OUT TELEPHONE SOCKET
PRESS TO RELEASE CONTROL PANEL FROM MOUNTING BASE
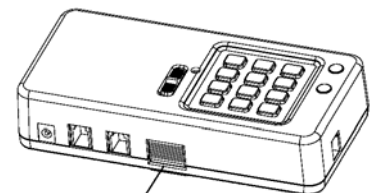**SOCKET FOR ACCESSARY ALARM**
MOUNTING BASE
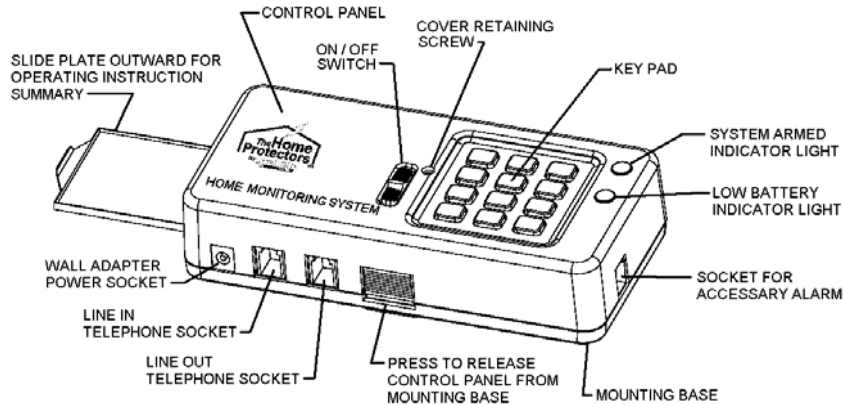
Installation Instructions

Tools Required
#2 Phillips screwdriver for wall anchors, #1 Phillips screwdriver for cover retaining screw and 3/16" drill if attaching the mounting base using the included Phillips screws and wall anchors. Only screwdriver for cover retaining screw is required if you use the Velcro™ strips provided.
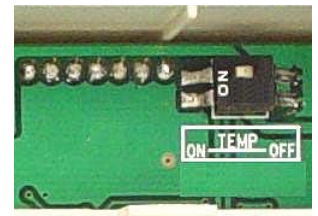
Step-by Step Installation Procedure
1. Remove all packaging.
2. Remove the cover retaining screw on the front of the unit.
3. Remove the mounting base from the back of the monitoring system control panel by pressing button on the control panel to release. (See diagram in STEP 3).
4. Install supplied 9 V **alkaline** battery in battery compartment of control panel.
    IMPORTANT - When first installing or changing the battery, disconnect all phone lines from the alarm control panel. Battery must be alkaline.
5. Choose to maintain or disable the factory pre-set low-temperature (TEMP) alarm function located inside the main control panel. The alarm is pre-set to ON.
    With the control panel removed from the mounting base, locate the dipswitch on the circuit board. (See photo in STEP 5)
    • To de-activate the low-temperature alarm, slide the TEMP switch away from the ON position.
    The alarm can be re-activated at any time by sliding the switch to the ON position.
6. Set Pulse/Tone switch on top of monitoring system control panel housing to match your phone system. (See diagram for STEPS 6 & 7).
7. Set "Call Delay Time" switch on top of control panel housing for the desired delay time the monitoring system is to wait before making the first outgoing telephone call to indicate an alarm condition. Choose either 5 or 30 minutes. (See diagram for STEPS 6 & 7).
8. Locate a suitable location for the mounting base of the monitoring system control panel, preferably within three feet of both an accessible telephone jack and a 120-Volt electrical outlet. If installing beyond three feet from the telephone jack, you will need to purchase a longer telephone cord. Install mounting base with screws (included) or Velcro strips (included). Use anchors if installing into drywall or plaster. For appearance, adjust as level as possible. (See diagram for STEP 8.)
9. Replace the monitoring system control panel on its mounting base by fitting then snapping into place. Insert the cover screw in the hole to the right of the on/off switch and tighten, securing the control panel to the base.
10. Connect telephone cord to the "To Wall Phone Jack" on the bottom of the control panel housing (3 foot telephone cord is included)
11. Connect answering machine, telephone, or fax machine to the "To Phone" jack on the bottom of the control panel housing using an existing telephone cord.
12. Plug AC adapter into a 120-Volt electrical outlet. Insert the plug on the AC adapter into the "Power Jack" on the bottom of the control panel housing.
13. If using the remote water sensor, plug the telephone line from the water sensor into the "Water Sensor Jack". Additional telephone line up to 100 feet (purchased separately) can be patched between the control panel and the Water Sensor. Do not exceed 100 feet.
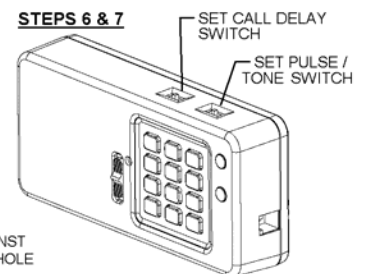

STEP 3
PRESS BUTTON TO RELEASE CONTROL PANEL. LIFT UPWARD.

STEP 5
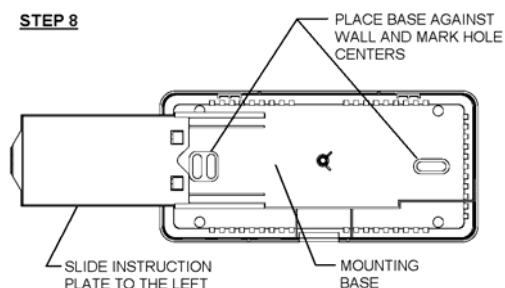
ON TEMP OFF

STEPS 6 & 7
SET CALL DELAY SWITCH
SET PULSE / TONE SWITCH

STEP 8
PLACE BASE AGAINST WALL AND MARK HOLE CENTERS
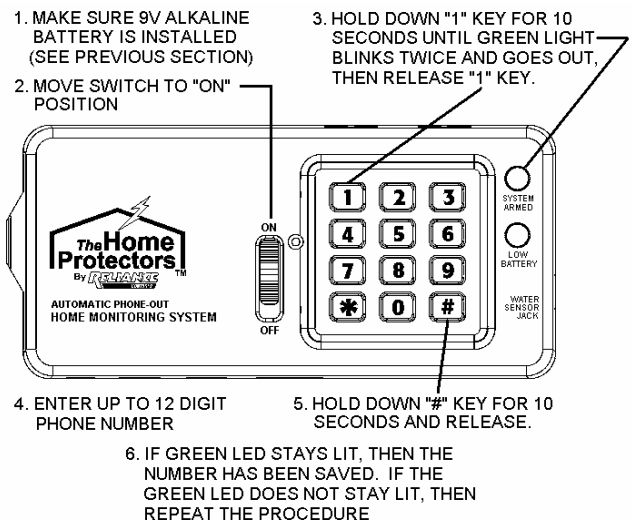SLIDE INSTRUCTION PLATE TO THE LEFT
MOUNTING BASE
MOUNT USING WALL ANCHORS AND SCREWS, OR USE VELCRO STRIPS.

Programming the Outgoing "Call-To" Telephone Numbers

Now that you have installed your monitoring system, you are ready to program the outgoing telephone numbers to be called during an alarm condition—such as your cell phone, your cabin phone, your primary residence phone or a neighbor's phone. Before you begin the simple step-by-step programming procedure below, check and confirm that:

- The ON / OFF switch on the control panel is in the ON position.
- The monitoring system control panel is properly connected to the wall adapter and phone lines, and that the Water Sensor is properly connected for Model THP201 only.
- If the monitoring system has been idle for a long period, install a fresh 9V **alkaline** battery. The installed battery will discharge when the monitoring system has no AC power even when the monitoring system is turned off.

1. MAKE SURE 9V ALKALINE BATTERY IS INSTALLED (SEE PREVIOUS SECTION)
2. MOVE SWITCH TO "ON" POSITION
3. HOLD DOWN "1" KEY FOR 10 SECONDS UNTIL GREEN LIGHT BLINKS TWICE AND GOES OUT, THEN RELEASE "1" KEY.
4. ENTER UP TO 12 DIGIT PHONE NUMBER
5. HOLD DOWN "#" KEY FOR 10 SECONDS AND RELEASE.
6. IF GREEN LED STAYS LIT, THEN THE NUMBER HAS BEEN SAVED. IF THE GREEN LED DOES NOT STAY LIT, THEN REPEAT THE PROCEDURE

To program the first outgoing telephone number:

1. Press and hold the "1" key on the keypad for 10 seconds until the "system armed" green light blinks two times and then stays off.
2. Release the "1" key. Using the keypad, enter the first outgoing telephone number (maximum of 12 digits).
3. Press and hold the "#" key for 10 seconds until the green light blinks twice and then stays lit.
4. The green light should stay lit to indicate the number was properly programmed and retained in memory. If not, repeat steps 1 through 3.

Note: Programming over a number already in memory will replace the number in memory.

> **Important! Do not program emergency response phone numbers (local police or fire departments, "911", etc.) into the monitoring system. Do not program phone numbers to a location where there is no one to answer the phone, or where the person answering has not been instructed on how to respond to the alarm call.**

> **Important! This monitoring system will not accept 9-pause outgoing numbers.**

To program the second and third outgoing telephone numbers:

Repeat steps 1 through 4 above except press the "2" key to designate the second outgoing number, and the "3" key to designate the third outgoing number.

Outgoing Number Calling Sequence

When an alarm condition is first detected, the monitoring system will call the first programmed outgoing telephone number that it locates. It will always scan in sequence "call-to" location 1, location 2, and location 3. If a telephone number is not in location 1, but does exist in location 2, then the location 2 programmed telephone number will be the first telephone number the monitoring system will call with the alarm message. It is not necessary to program all three telephone numbers for the monitoring system to work properly.

> **Important! This monitoring system cannot call out on an Internet phone line during a power outage because the Internet phone system needs power to operate.**

Reprogramming or Clearing All Programmed Telephone Numbers

Programming over the number in memory will replace that number. If you find that you need to clear the telephone numbers that are stored in memory, unplug the monitoring system control panel from the wall adapter and remove the 9V battery for 30 seconds or more. The memory will now be erased and the reprogramming sequence can be restarted.

Programming Sequence Summary

Program 1st phone number	1. Press the "1" key for 10 seconds until green light blinks twice and then stays off.
	2. Enter a maximum of 12 digits for a telephone number
	3. Press the # key for 10 seconds until the green light blinks twice and then stays lit.
	4. If the green light does not stay lit, repeat the programming sequence for this number
Program 2nd phone number	1. Press the "2" key for 10 seconds until green light blinks twice and then stays off.
	2. Enter a maximum of 12 digits for a telephone number
	3. Press the # key for 10 seconds until the green light blinks twice and then stays lit.
	4. If the green light does not stay lit, repeat the programming sequence for this number
Program 3rd phone number	1. Press the "3" key for 10 seconds until green light blinks twice and then stays off.
	2. Enter a maximum of 12 digits for a telephone number
	3. Press the # key for 10 seconds until the green light blinks twice and then stays lit.
	4. If the green light does not stay lit, repeat the programming sequence for this number

NOTE: An abbreviated Programming Sequence Summary is also located on the pullout instruction tab on the side of the control panel housing.

Testing the Programmed Outgoing Telephone Numbers

Once you are finished programming the outgoing phone numbers, you must test the monitoring system to confirm that you have entered the telephone numbers correctly and that the monitoring system is compatible with both your telephone line and the telephone(s) being called.

Testing of the first programmed outgoing telephone number:

1. Press and hold the keys "*" and "1" on the keypad until the green "system armed" light blinks 3-4 times.
2. Release the "*" and "1" keys.
3. The green light will then blink to indicate a simulated alarm condition
4. The monitoring system will make the outgoing call to the first programmed phone number.
5. You then have two verification options, with Option 1 strongly recommended.

   Option 1—Answer the call yourself (such as with a cell phone) or have someone else answer the call
   When the call is answered, listen to the message and then press and hold down the "#" key on the receiving telephone keypad before the message ends. Keep holding down the "#" key until the monitoring system sounds a 3 second continuous tone. The monitoring system will then hang up and the green "system armed" light on the control panel will be continuously lit indicating the monitoring system is armed.

   Option 2 –Listen to the outgoing call on an extension phone
   After the light blinks 3-4 times in testing step 1 above, you can pick up a phone on the same line not connected to the monitoring system and listen for the successful completion of the call. **Note, this will not work using the phone connected to the monitoring system**. Before the message ends, press and hold the "#" key on the phone until the monitoring system sounds a 3 second continuous tone. The monitoring system will then hang up and the green "system armed" light on the control panel will be continuously lit indicating the monitoring system is armed.

NOTE: If the green LED does not remain continuously lit after performing the test, then press the "#" key on the control panel until it does.

> **IMPORTANT - It is strongly recommended that you arrange to have someone answer the phone being called! This is to insure that the monitoring system is compatible with your telephone system, and to confirm correct entry of the outgoing telephone number(s).**

Testing of the second and third programmed outgoing telephone numbers.

Repeat steps 1 through 5 above, substituting the "2" key on the keypad for the second outgoing number, and the "3" key for the third outgoing number.

Responding to a Monitoring System Call

How the monitoring system works when it detects an alarm condition

A single or multiple alarm condition will initiate the phone-out sequence features of this monitoring system. After a 5- or 30-minute delay (depending on the switch setting selected for the "Call Delay Time") the monitoring system will call the first programmed telephone number and wait up to 10 rings for the called telephone to answer. If the called telephone does not answer, or answers and no response code keys are pressed, the monitoring system will call a second and third telephone number (if programmed), each time allowing 10 rings. The monitoring system will continue the calling sequence at 15-minute intervals until a called phone is answered and a response code is entered, or until an alarm condition no longer exists.

> **IMPORTANT - The phone connected to the monitoring system will be disconnected when the monitoring system is making a call in order to gain access to a dial tone and establish a priority connection for its own use. To gain access to the phone line from this phone at anytime the monitoring system is using it, press and hold the "#" key on the monitoring system keypad until the alarm sounds a 3-second beep. If using the phone when the alarm calls out, the phone call will be disconnected by the monitoring system. In this case and after pressing the "#" key as described above, press the hook switch on the telephone to receive a dial tone and redial to restore the connection.**

> **IMPORTANT - Phones not connected to the monitoring system can gain access to the phone line during a call made by the alarm by canceling the alarm call. To cancel an alarm call from another extension phone and to make a call, pick up the handset, press and hold the "#" key on the extension phone until the monitoring system sounds a beep, and then press the hook switch on the telephone to receive a dial tone.**

What to do when the monitoring system calls someone at a programmed telephone number

A voice message will advise the type of alarm condition and instruct the person answering to enter a response code by pressing and holding the "#" key to "Acknowledge" the alarm, or pressing the "*" key followed by the "0" key to "Disable"

the monitoring system. The sequence of the message is as follows:
1.   A series of electronic beeps to signal a recorded message is forthcoming.
2.   A recorded message is played as follows:
   "Warning - Alarm condition. One beep is for temperature, two power, three accessory. A long beep is for multiple alarms. Press # to acknowledge **or** press * and then 0 to disable."
3.   The alarm sounds the appropriate number of distinctive beeps that define the alarm condition.
4.   The recorded message in 2 above repeats to make sure the alarm condition code is completely understood.

What happens when the call is "Acknowledged" by pressing and holding the "#" key?

The monitoring system will sound a 3-second continuous tone at which time the "#" key can be released. The monitoring system will then disconnect and return to a monitoring mode. It will wait one hour and, if the alarm condition is still present, will repeat the outgoing call sequence. This routine of calling at 1-hour intervals will continue until the alarm condition no longer exists OR the monitoring system is "Disabled" by pressing the "*" key followed by the "0" key in sequence to turn the monitoring system off (see following paragraph). Once the alarm condition no longer exists, the monitoring system will return to the monitoring mode and will make no further calls until a new alarm condition occurs.

If a different alarm condition is detected during any of the one hour increments that the monitoring system is waiting to make the next call, the monitoring system will then wait only 5 minutes before beginning a new outgoing call sequence to indicate that there are multiple alarm conditions.

What happens when the monitoring system is "Disabled" by pressing the "*" key followed by the "0" key in response to a call?

The monitoring system will sound a 3-second continuous tone at the called phone and then disconnect and "Disable" itself. NO FURTHER MONITORING OF ALARM CONDITIONS WILL OCCUR, AND NO FURTHER OUTGOING CALLS WILL BE MADE TO INDICATE AN ALARM CONDITION UNTIL THE MONITORING SYSTEM IS RESET AT THE CONTROL PANEL.

> **IMPORTANT – In order to have the monitoring system return to normal so that it can monitor alarm conditions and make outgoing calls, someone will have to manually turn the ON / OFF switch on the monitoring system control panel first to OFF and then back to ON. This should be done at the same time you, or someone you notify, visits the premises to correct the problem.**

What to do if you are at the monitored premises?

The monitoring system will also alert you to an alarm condition when the premises are occupied but when you might not otherwise be aware, such as during the night. Upon detecting a single or multiple alarm condition, the control panel will emit a 5-second continuous tone. This will be followed by a 5-second tone at 5-minute intervals thereafter.

To disable these audible warnings, move the ON / OFF switch on the monitoring system control panel to the OFF position. Turning this switch OFF will also "Disable" all features of the monitoring system, and the monitoring system will not make any outgoing calls.

> **IMPORTANT - Be sure to turn the ON / OFF switch back to the ON position when you are ready to begin any new alarm monitoring activity.**

Troubleshooting Guide

Description of Problem	Corrective Action
The red "Low Battery" light is blinking	Replace battery with new 9V **alkaline** battery.
Monitoring system is not making an outgoing call and the green light is on.	1. Check telephone cables. 2. Check that Pulse / Touch Tone ™ switch is in the proper position for your phone system. 3. If the control panel has had the power cable disconnected AND the battery was completely removed, the outgoing telephone numbers will need to be reprogrammed. Make sure the number key is pressed down for 10 seconds before entering the number. 4. Phone number may not have been programmed properly. Repeat programming procedure making sure the number key is pressed down for 10 seconds before entering the number. 5. Reset the unit by turning the on/off switch on the monitoring system control panel first to the "OFF" position, then "ON".

The green "System Armed" light is blinking	The monitoring system is armed and an alarm condition exists.
The green "System Armed" light is off.	The monitoring system either has no power, has no number in memory or has been "disabled". The monitoring system will not operate when any one of these conditions exist. 1. No power. Make sure the AC adapter is plugged into both the wall and the power jack and that a good battery is installed. 2. Disabled. Reset the unit by turning the on/off switch on the monitoring system control panel to the "OFF" position, then "ON". 3. No number in memory. If the battery has discharged sufficiently and AC power is not available, the phone numbers in the memory will be lost. Reprogram the phone number(s).
Monitoring system can dial but cannot connect to the programmed telephone number	Reprogram the outgoing telephone number to be sure you have entered it correctly
You need to clear all stored telephone numbers	Disconnect the control panel from the wall adapter and remove the battery for 30 seconds or more. The memory will be erased.
The monitoring system does not indicate all alarm types	Make sure that the dip switch is set to the appropriate settings (see the section "Installation Procedure")
The remote water detector does not detect the presence of water	Be sure the water detector leads are properly positioned. Also be sure that the length of cable between the water sensor and the control panel does not exceed 100 feet, and is properly plugged into the control panel
Cannot program a number or other software related problems	Remove the power cable and battery for 30 seconds. All numbers will need to be reprogrammed.

Frequently Asked Questions

Q. *What happens if a called phone is answered, but no key sequence is entered?*
A. The monitoring system will continue to make outgoing calls to the programmed number(s) until a response is entered, or until an alarm condition no longer exists.

Q. *How often should the battery be changed?*
A. It depends on how much the monitoring system uses the battery for power. Under normal conditions when premises power is available, the monitoring system operates solely from the AC adapter. When the power is out, the monitoring system will use the 9-volt **alkaline** battery as its power source to make outgoing calls, and will expire sooner. Even a battery that is not used at all will have to be replaced periodically. The battery should be changed when the low battery led is lit, or before leaving the premises for extended periods of time. Check the low battery led after power outages or if the AC adapter to the monitoring system has been unplugged.

Q. *Can the monitoring system control panel be set on a table or floor, rather than mounting it on a wall?*
A. Yes, but care must be taken to assure that it is located where there will be adequate airflow for the temperature sensor to respond to temperature changes.

Q. *For convenience, can the monitoring system control panel be temporarily removed from the monitoring system base during initial programming?*
A. Yes, but you should leave the AC adapter plugged in and connected to the monitoring system control panel.

Contact Information

Reliance Controls Corporation
2001 Young Court
Racine, Wisconsin 53404
www.home-protectors.com
(800) 439-5745

One Year Limited Warranty

Reliance Controls Corporation ("Reliance") warrants this product to be free from defects in materials and workmanship under normal use for a period of one year from date of purchase, provided the product has been installed and used in accordance with Reliance's instructions and has not been subjected to misuse, alteration, modification, accident, or repair not performed by Reliance. Reliance's obligation under this warranty is strictly limited to repair or replacement of the product only. The cost of labor to remove the product or install a replacement is not included in this warranty. Reliance shall not be liable for any incidental, special, or consequential damages whatsoever, including damage to person or property resulting from the product's failure to operate in the manner in which it was designed. Use of this product is at the risk of the owner. Reliance strongly recommends that this product be fully tested after installation in accordance with these instructions to confirm proper operation and compatibility with your local phone system. Further, this product should be re-tested on a regular basis to insure continued operation. In the event that this product does not conform to this warranty within the warranty period, the product may be returned with dated proof of purchase to Reliance, at the address below, freight prepaid. Upon verification of defect Reliance shall at its sole discretion either repair or replace the defective product. Batteries are not covered by this or any other warranty. The forgoing warranty is exclusive and in lieu of all other expressed or implied warranties if any, including but not limited to implied warranties of merchantability and fitness for a particular purpose. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Reliance Controls Corporation
ATTN: WARRANTY CLAIMS DEPARTMENT
2001 Young Court
Racine, WI 53404

To Return a Product to Reliance Controls Corporation

Reliance will accept warranty returns for repair or replacement within the terms of the above warranty. All units deemed out of warranty will be repaired at prevailing charges. All products being returned to Reliance Controls must have an RGA number given by Reliance Controls customer service. To request an RGA #, call (800) 439-5745. No returns will be accepted without an RGA number.

RELIANCE CONTROLS   **2001 YOUNG COURT / RACINE, WI 53404**