



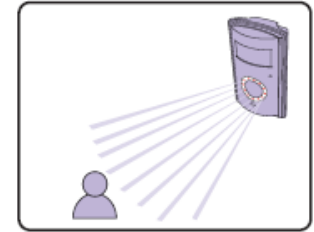
# Alert Pal™



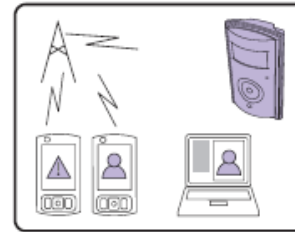
## Alert Pal™



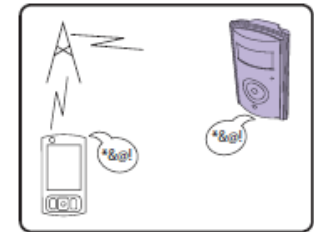
Get an SMS / MMS message when motion detection /PIR is activated



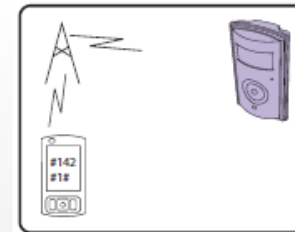
Infrared LEDs enable the camera to capture images in the dark



Instant alert by SMS (text), MMS (picture) & Email (inc images)



Dial the Alert Pal™ and listen into the monitored area



Quick and easy to set up, just send the Alert Pal™ a few simple commands

# Alert Pal™

# Quick Start Guide



# Alert Pal™

## Important Information

Please read the information below before using your Alert Pal™

1. When inserting or using the SIM card, do not touch the gold connectors
2. Use only the approved Alert Pal™ AC power adaptor
3. Treat your Alert Pal™ carefully, store it safely and do not drop or throw it

Do not expose your Alert Pal™ to dust, liquid, moisture or humidity  
 Do not use or store your Alert Pal™ at extreme high or low temperatures  
 Do not expose your Alert Pal™ to naked flames, lit tobacco products or other heat sources  
 Do not use your Alert Pal™ in hospitals or near medical equipment

If you have personal medical devices such as a pacemaker consult your physician for advice.

Do not use your Alert Pal™ in an aircraft or in any place where the use of radio transmitters is prohibited

Do not use your Alert Pal™ in places where a potentially explosive atmosphere is present

Do not use your Alert Pal™ in proximity to car airbags

Do not attempt to take your Alert Pal™ apart, there are no user serviceable components inside the product

**Do not allow children to play with your Alert Pal™, small parts such as SIM cards could be detached and represent a choking hazard**

For optimum performance do not cover your Alert Pal™, position it with good access to the mobile signal.

**You should not rely on any voice call / SMS / MMS capability that your Alert Pal™ provides for emergency or essential communication.**

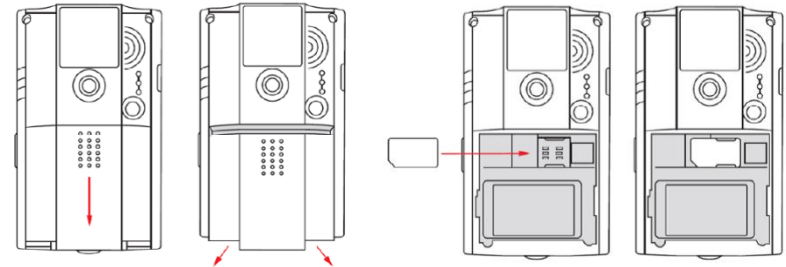
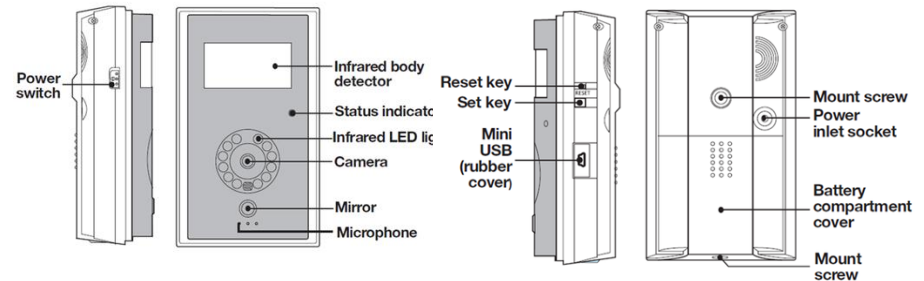


# Alert Pal™

## Get to Know Your Alert Pal™

### STEP 1. Prepare Your Alert Pal™

1. Slide the battery compartment cover downwards
2. Lift the battery cover away from the device
3. **WARNING:** Always be sure to switch off the camera and disconnect the power before inserting or removing the SIM card. Do not touch the gold contacts of the SIM card
4. **NOTE:** The SIM PIN must be checked. Use an ordinary mobile phone to check and, if necessary, turn off SIM lock
5. Hold the SIM card in line with the dot (gold contacts on the underside) and slide it into position
6. Replace the battery compartment cover



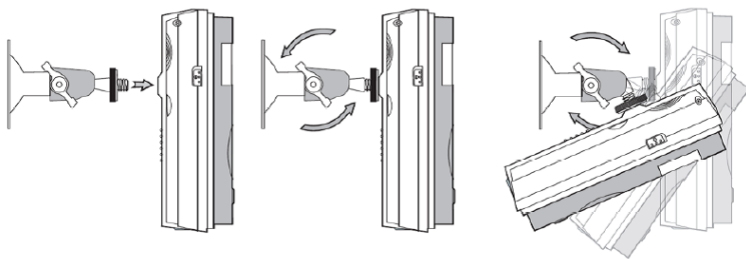


# Alert Pal™

## STEP 2. Mount the Alert Pal™ Camera

1. Mount the bracket on the wall, ceiling or other surface as required
2. Attach the camera to the threaded tip of the bracket
3. Screw the round lock-nut towards the camera to secure the camera on the mount
4. Loosen the screw so the angle can be adjusted
5. Tighten the screw to the camera in the desired position

Note: There is a second mount position on the underside of the camera. The mount screw-threads are standard photographic size, so the camera can, for example, be mounted on a camera tripod.



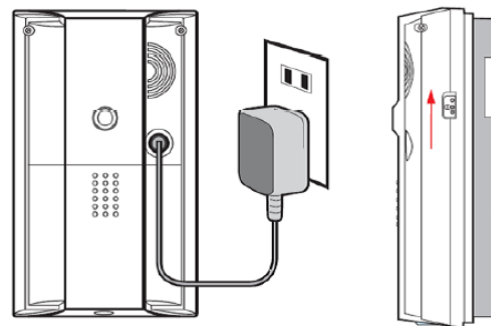
Note: For best results avoid pointing your Alert Pal™ at a bright light or window.

## STEP 3. Setting up your Alert Pal™

1. Connect the cable from the power adaptor to the power inlet socket on the back panel as shown
2. Plug the power adaptor into a wall outlet or socket strip
3. Slide the power switch to the UP position to turn on your Alert Pal™
4. After approximately 60 seconds, the camera bleeps to indicate that the GSM network has been found
5. From your mobile phone, send an SMS with text #00# to the camera, the camera confirms your phone as the master by SMS meaning that you have full control over your Alert Pal™
6. Your default password is '1234'



# Alert Pal™



Network MMS settings are configured automatically for the 3 major networks (PAYG) Orange, Vodafone and O2. If you are using a contract SIM on Vodafone or O2, you must now send the command indicated in order to configure MMS settings.

**Vodafone:** #145#vodafone#    **O2:** #145#o2#

## Your Alert Pal™ is now operational

When armed, your Alert Pal™ will raise the alarm when a sensor is triggered. By default the built-in infrared body sensor is enabled and camera movement detection is enabled. When the alarm is raised your Alert Pal™ sends an SMS to the master followed by an MMS with images. Other options include voice call and email alarms. Detector image and alarm settings can be configured – please see further on in this document.

<u>LED</u>	<u>Status</u>
	Searching for network / SIM PIN enabled
	Alarm triggered
	No SIM card / System error / Camera start up
	Loading wireless remote sensor
	Armed
	Disarmed / Waiting for master number
	Sending messages / Ongoing voice call
	Factory reset / Loading sensor



#### Key

- Fast flash (two flashes per second)
- Slow flash (one flash per second)
- Two second flash

### Changing your Alert Pal™ password

We recommend that you change your password immediately to prevent any authorised access (this can only be performed by the Master user)

1. Send your Alert Pal™ an SMS with text #04#OldPassword#NewPassword# (the password can only be a 4 digit number / the original password is 1234 )
2. The Master user will receive an SMS reply that the password has been successfully changed

### STEP 4. Adding an additional user

(This can only be performed by the Master user)

1. Send your Alert Pal™ an SMS with text #06#AdditionalUserNumber#
2. To add several additional users to your Alert Pal™ send an SMS with text #06#AdditionalUserNumber#AdditionalUserNumber#
3. The Master user will receive an SMS reply that the additional user has been added successfully

### Arming your Alert Pal™

You can either arm the Alert Pal™ with the remote or SMS command.

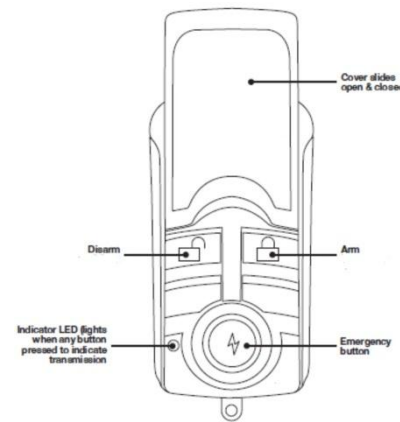
- Send an SMS with text #01# to arm
- Send an SMS with text #02# to disarm




### Remote Control



The remote control should already be paired in the factory, if the remote is not paired please follow the instructions below;


When the camera is on and disarmed press the set key for 2 seconds, you will hear a beep and the LED will turn orange. Press any button on the remote you will then hear a beep, the LED will flash green and the remote has been paired (repeat the process for the second remote) (If you hear a double beep the remote is already paired). The set mode will automatically time out after 15 seconds.



Press  to arm Alert Pal™

Press  to disarm Alert Pal™

When you press  to arm the camera you will hear a beep and then 60 seconds later a second beep, the camera is now armed. To disarm the camera press  and the camera will beep once, the camera is now disarmed.

When the emergency button  is pressed on the remote, Alert Pal™ acknowledges with a beep. The Alert Pal™ calls the master number (only) at which point the master can hear live audio from the Alert Pal™.

Note: Alert Pal™ responds to the emergency button in both armed and unarmed states. If the Alert Pal™ is busy, for example sending images, the on-going operation is cancelled in order to action the emergency alarm.




# Alert Pal™

## Pairing your Alert Pal™ with the panic buttons

Before use, each panic button must be paired with your Alert Pal™, two are supplied.

1. Send your Alert Pal™ an SMS with text #196#SOS1#
2. You will then get an SMS back to say it has accepted your command
3. You then press the panic button and the device is paired
4. To add an additional panic button just repeat the same process using #196#SOS2#

When the panic button is pressed Alert Pal™ calls the master number and each added additional user for 5 seconds in turn until someone answers, at which point that person can hear live audio from Alert Pal™.

The LED indicator displays  on-going voice call. Alert Pal™ tries each number up to three times until someone answers at which point it stops dialling.

Note: If Alert Pal™ is calling a landline, check that hanging up the landline clears the call, some telephone networks do not clear the call when the caller hangs up making it impossible to dial a new call. We recommend that the emergency calls are made to mobile numbers. **DO NOT PROGRAM THE CAMERA TO CALL THE EMERGENCY SERVICES.**

Alternatively send #39#1# to Alert Pal™ to change the settings the SMS/MMS mode ONLY when the panic button is pressed. Then when the panic button is pressed Alert Pal™ acknowledges with a bleep and sends an SMS alert followed by an MMS with an image to the master and each added additional number.

Note: Alert Pal™ responds to the panic button in both armed and unarmed states. If the Alert Pal™ is busy, for example sending images, the on-going operation is cancelled in order to action the emergency alarm.

## Request an MMS Image from your Alert Pal™

Requesting an image this way will only send one image in an MMS. (This can be performed by the Master user / Additional User / Guest)



# Alert Pal™

## (Master User and Additional User)

Send an SMS with text #03# (This will send you one MMS image)

## (Guest)

Send an SMS with text #03#Password#

To request up to 8 images change the command to:  
#03#ImageQuantity# for Master User and Additional User and  
#03#Password#ImageQuantity# for Guest

## Deleting Users from your Alert Pal™

(This can only be performed by the Master user)

1. To delete an additional user send your Alert Pal™ an SMS with text #113#AdditionalUserNumber#
2. You will then receive an SMS that the number has been successful deleted

## Sensors

By default the smoke sensor and door sensors are paired and they are labelled 'sensor1', 'sensor2' for the doors and 'sensor3' for the smoke. As soon as any sensor is triggered you will receive an SMS. If the sensors are not paired then refer to the information below for more information.

**Smoke Sensor** – Insert the battery in the back of the smoke sensor, then install the detachable plastic part in the desired location (i.e. kitchen ceiling) with the two plastic nodules pointing down towards for floor, then attached the main smoke detector body and twist clockwise to lock in place.

**Door Sensors** – Insert one battery into each of the door sensors (the larger piece with the ariel), then attach the smaller part and the larger part to your door using the double sided sticky tabs.



# Alert Pal™

The door sensor needs to be positioned on your door as shown in Picture 1, with the thin piece always next to the LED light. When the door is opened the LED on the sensor should glow red as shown in Picture 2.



Picture 1



Picture 2

### Pairing Door Sensor

1. Power on the wireless sensor (insert battery)
2. The Master sends the following SMS command #05#sensor1#
3. Then you will receive an SMS back to say the sensor is ready to be paired
4. Put the thin part next to the LED to make the light red (as shown in the picture earlier in the guide)
5. You will then receive an SMS back from the camera to say the sensor has been successfully paired
6. Repeat the process with #05#sensor2# to pair the second door sensor

### Pairing Smoke Sensor

The same process is followed for the smoke sensor as above sending #05#sensor3# and when prompted press the test key on the top of the smoke sensor.

### Notes

1. Master and additional user SMS command format: #code#content#
2. Guest users SMS command format: #code#password#content#
3. The password must be a 4 digit number
4. The original password is 1234
5. Your Alert Pal™ will reply to the user after it receives the SMS command
6. The '#' symbol must not be ignored when typing an SMS command
7. Do not put any spaces within the commands



# Alert Pal™

### Battery

- Battery performance (device runtime) depends on signal strength and other factors
- The battery may have temporarily reduced capacity when new or after a prolonged period without use
- Turn off the device and disconnect the power adapter before removing or inserting the battery
- Do not allow the battery contacts to touch any metal object
- We advise you to replace the batteries in any sensors, remote controls and the camera every 3 months
- LOW BATTERY – The motion detection function will be deactivated and the configured settings can not be saved when Alert Pal™ is operating with low battery

### Disposal and Recycling

- Do not dispose of your Alert Pal™ with normal household items
- Dispose of your Alert Pal™ at an appropriate collection point for electronic equipment

Please make sure to send your Alert Pal™ a test SMS every 3 months to ensure continued operation.



# Alert Pal™

## Using your Alert Pal™

Users interact with the Alert Pal™ using SMS commands and voice calls. There are three levels of access – MASTER, ADDITIONAL USER and GUEST.

### MASTER

There is one master who has complete control over Alert Pal™, Master only commands;

SMS to send	What it does
#00#	Sender becomes Master (to be used after factory reset also)
#14#NewMasterNumber#	Change from present Master number to new Master Number
#04#OldPassword#NewPassword#	Add an additional user
#06#AdditionalUserNumber#	Add an additional user
#113#AdditionalUserNumber#	Delete an additional user
#113#	Delete all additional users
#08#password#	Reset to factory settings



# Alert Pal™

## Master & Additional Users

Up to 10 users set by the master can access Alert Pal™, Master and User Commands;

SMS to send	What it does
#01#	Arm Alert Pal™ (If an event is detected, alarm is triggered)
#02#	Disarm Alert Pal™ (events will be ignored)
#03#	Take one image
#03#Quantity#	Take a number (quantity 1-8) of images
#09# or #09#1#	Get the command list (#09# for SMS, #09#1# for MMS response)
#32#Size#	Set image size: 1: 160x128; 2: 320x240 (default); 3: 640x480
#33#Quantity#	Set quantity of images to take when triggered: 1-8 (default 5, see note 1*)
#39#0#	Call mode – when emergency button pressed, numbers are dialled (Default)
#39#1#	SMS/MMS mode – when emergency button is pressed, Alert Pal™ send SMS and MMS
#30#Number/EmailAddress#ImageQuantity#	Capture image(s) and send to appointed mobile or email address
#12#0#	No MMS notification upon alarm
#12#1#	MMS notification upon alarm (Default)



# Alert Pal™

## GUEST

Guest users are people who do not normally need access but might be asked to check the protected area because they are nearby. For example Guest users do not need to be pre-defined to Alert Pal™ but do require the password in their commands.

SMS to send	What it does
#03#Password#	Request an MMS image
#03#Password#Quantity#	Take a number (Quantity 1-8) of images (See note 1*)
#30#Password#MobileNumber/EmailAddress#Quantity#	Take a number (Quantity 1-8) of images and send to a phone or email address (See note 1*)

## How to factory reset your Alert Pal™

If you want to set up your Alert Pal™ again from the beginning, you can use factory reset to set all settings and parameters back to factory default. Following factory reset you will need to re-pair panic buttons, re-enter any mobile network MMS settings and reconfigure all users etc (the door sensors, smoke sensors and remote controls will still be paired).

To perform Factory Reset send command with text #08#password# then pair a new master number again with #00#. Only the master can reset the camera.



# Alert Pal™

## After sales service for your Alert Pal™

The Alert Pal™ is simple to set up however should you require any assistance then simply call us and we will help you through the set-up process.

The Alert Pal™ comes with a 12 month warranty from date of purchase however if you need any assistance please don't hesitate to contact us and we are more than happy to help you with any issues. If the problem can't be resolved just send the camera back to Tekview Ltd at our head office and we will fix the fault or send you a replacement camera out free of charge.\*\*

\*\*Please see the website for full terms and conditions.

You should not rely on any voice call / SMS / MMS capability that you Alert Pal™ provides for emergency or essential communication.

We operate a policy of continuous development, we reserve the right to make any changes and improvements to any products described within this document without prior notice.

For the latest product information please visit [www.tekview.co.uk](http://www.tekview.co.uk), Tekview Ltd does not guarantee the document reliability or any content except that it complies with all UK Law.

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# Alert Pal™

## General Troubleshooting

Problem	Possible Reason	Solution
Camera won't operate (indicator is working)	Master number has reverted to default	Reset the camera back to default factory settings
Alert Pal™ will not respond to any commands (indicator is working)	Mobile number or MMS functions of the SIM card aren't active, or no credit on the SIM	Contact network provider to activate SIM card function or top up the SIM card with funds
Indicator light constantly red (longer than 60 seconds)	Alert Pal™ can't identify the SIM card	SIM card not installed correctly, turn the power to the camera off and check the SIM card is inserted correctly
Alert Pal™ will not respond to any commands (indicator not working)	Possible Alert Pal™ fault	Switch off the power to the camera, check the SIM card or reset to factory settings
After starting the camera the indicator flashed red but will not turn green	<ol style="list-style-type: none"> <li>1) The network signal is weak or the network is busy</li> <li>2) The SIM card pin code is active</li> <li>3) The SIM card is faulty</li> </ol>	<ol style="list-style-type: none"> <li>1) Place the camera in a different location with stronger signal and try again</li> <li>2) Cancel the pin code</li> <li>3) Check with the network provider that the SIM card is working</li> </ol>



# Alert Pal™

## General Troubleshooting Continued ..

Problem	Possible Reason	Solution
Remote control does not work, or slow to action command	<ol style="list-style-type: none"> <li>1) The camera has low battery</li> <li>2) The remote has low battery</li> <li>3) The two remotes pressed simultaneously</li> </ol>	<ol style="list-style-type: none"> <li>1) Connect external power to the camera</li> <li>2) Replace the battery</li> <li>3) Try only one remote control</li> </ol>
The camera won't start after it has been running on the battery for a long period of time	The battery has no power	Connect the camera to the external power charger and charge for at least 2 hours then restart the camera

If the problem can't be solved with the above help please contact Tekview Ltd for assistance.