



Troubleshooting Guide

Pendant Alarm Plan Tynetec Reach with Pendant

White & black units

Pairing your pendant

If your pendant is lighting when pushed, but not triggering your alarm, you can repair it with the simple instructions below.

1. Press and hold the top **GREEN** button on the unit until it flashes. Release the button and the unit should announce '**TRIGGER RADIO DEVICE**'.
2. Press the button on your pendant until the **RED** light flashes and your unit announces '**PENDANT**'.
3. Once the pendant stops flashing, press the **GREEN** button on your unit to save the changes.

Your pendant is now paired with your alarm unit and will work normally.

Please make sure to place a **TEST CALL** once pairing has completed.



Turning the alarm off

If you need to turn the alarm off due to a problem in the home or with the device, follow the simple instructions below.

- 1) Turn the mains supply off and wait for the unit to announce '**please check your main supply**'.
- 2) Press and hold the **GREEN** button until the unit beeps **ONCE** and immediately release the **GREEN** button and the unit will announce '**powering down**'.
- 4) The alarm is now switched **OFF**

The telephone plugged into the unit will still operate when the unit is switched off.

