

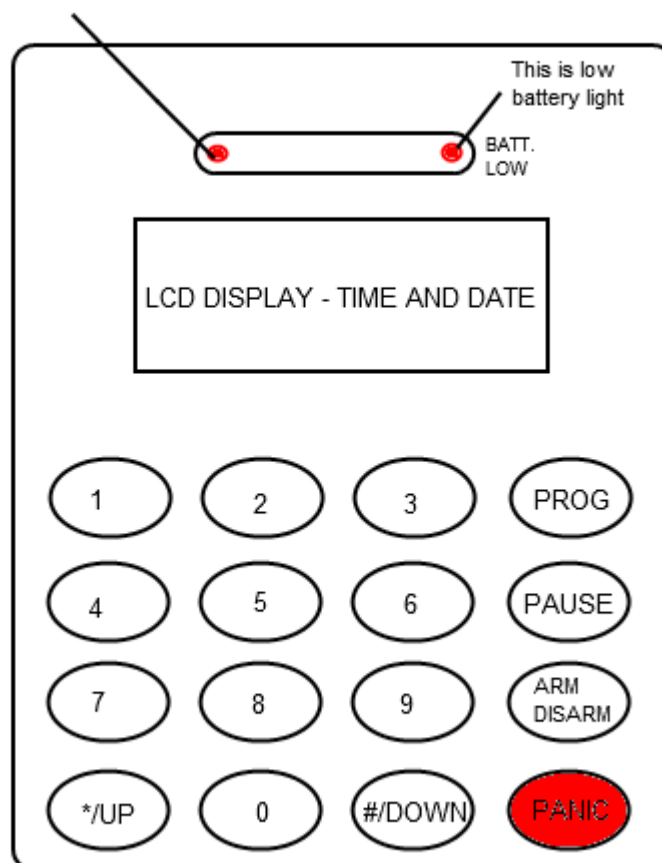
## THP217 - Troubleshooting Guide

### \*Low Battery Light

The low battery light will appear on the far right of the lighting display, and will flash every 3 seconds. There is also a “power” light located on the far left of the lighting display, and is not labeled.. This light is always on when the THP217 is plugged into a live outlet with the AC adapter, and may be confused with the low battery light..

The Power Light is on the left, and solid. The Low Battery Light is on the right, and flashes when the battery is low and needs to be replaced. If the low battery light still flashes after replacing the battery, the unit will have to be replaced.

This is the POWER light that indicates the unit is plugged in to an outlet



**Diagram 1**

## **PROBLEMS with a test call not working, the unit not dialing, the numbers not working**

- Make sure the number is correct, and that it is stored in the proper memory location. There are 5 possible memory locations.
- Program a PAUSE before the phone number. Sometimes adding this 3 second pause before the number allows the call to go through. With the PAUSE button programmed, the unit will access the phone line, then wait 3 seconds to get a dial tone, and then dial the phone number. When you are programming the phone number, simply press the PAUSE button before the phone number, which will show up as a “P” on the screen.

## **Instructions on changing/confirming the phone numbers, and programming a pause:**

1. Enter your password and press PROG button twice. The word MEMORY will flash.
2. Press the ARM/DISARM button, this accesses the memory. You will see the 1<sup>st</sup> memory location flashing, with the number 1 in the lower left corner, indicating this is the 1<sup>st</sup> memory location.
3. Confirm there is a phone number stored, and confirm it is the correct number.
4. If you need to change the number, press the ARM/DISARM button to delete it. Then enter the correct number. You can press the PAUSE button to enter the 3 second delay before the number, and also make sure you are using the 1 + area code if necessary.
5. When the number is shown correctly, press the ARM/DISARM to save the number.
6. Once you save the number, you must press ARM/DISARM again to access memory again to change or confirm any other phone numbers.
7. After accessing memory, press \*/UP or #/DOWN buttons (see diagram 1) to cycle through the memory locations and confirm the other phone numbers, if applicable. When you press UP or DOWN and see the desired number (3 for example) flashing, press ARM/DISARM to delete it, then enter the number and ARM/DISARM to save it.

## **Instructions for testing the programmed numbers:**

**To make a test call:** Press and Hold the PROG button for about 3-5 seconds. After you hear a short Beep, **quickly release** the PROG button, and **quickly press** the number on the keypad corresponding to the memory location you want to make a test call to (1, 2, 3, 4, or 5).

**NOTE:** The test is time sensitive, and you must release the PROG button before pressing the memory location number, and this must be done fairly quickly. If it does not work, be patient and keep trying. It could take a few tries before you get the timing down.

**Example** - If the number is in the 2<sup>nd</sup> memory location:

1. Press and hold the PROG button for 3-5 seconds, when you hear the beep, release the PROG button.
2. Immediately press the 2 button and release it.

If the test is successful, you will see the phone number appear on the screen and flash for about 30 seconds. At this time, the phone should receive a test call with the alarm tone. The test will end after 30 seconds. If it is NOT successful, you will see the word PASSWORD appear on the screen, please push the PROG button if this happens and try again.

### **If the test seems to work but the phone number you programmed still does not receive a call**

The unit is accessing the phone line, but the call does not go through. The problem could be with the number being dialed, or the phone line itself. First, make sure that whoever has the phone in which the number is programmed to, has the phone ready and will answer the call when it is ringing. It may be easiest to first test with a cell phone at the same location as the THP217.

A typical cause of this problem is the number of digits you are using for the phone number, whether you are using the 1 + area code + number, just the area code + number, or just the 7-digit number. This “dialing pattern” is dependent on the land line company. Most land line services allow 7 digit numbers for local calls only, but require a 1 + area code for long distance numbers. Very few land line services allow you do use 10 digits only (area code + 7 digits), so make sure that you have a 1 programmed if it is a long distance number.

To ensure you are programming the number with the correct dialing pattern, place a call to that same number with your actual house phone. Note which dialing pattern you use when the call is successful, and program the number the exact same way into the THP217 memory. Doing these test calls from your house phone before programming the phone numbers into the THP217 will ensure you are programming the numbers properly.

The other possible solution is to program a PAUSE in front of the phone number. Some phone services have a dial tone delay, and if the THP217 tries to access the line too quickly, the call may not go through. Simply follow the instructions for reprogramming a phone number, but remember to press the PAUSE button before any numbers you enter. It will show up as a “P” before the number. Test the unit again and see if it works and the call goes through. This is also necessary if you are using a multi-line phone system. Usually you would have to dial 9 + PAUSE + phone number, as the 9 will access one of the phone lines, then there is a delay before the dial tone kicks in.

### **Leaving messages on voice mail & answering machines?**

It is possible for the THP217 to leave a message on a voice mail or answering machine, but the unit was not designed to do this. The possibility of a message is determined by the length of the answering service greeting, or how much time passes from when the call is answered to when the recording begins. The THP217 will dial the number and sound the alarm tone for about 30 seconds from the time the number is dialed. If you factor in 4-5 rings, plus a recorded greeting “Hi this is Joe and I'm sorry I missed your call...”, the 30 seconds very well could have passed before the recording will start. One thing that can be tried is to program the PAUSE button immediately after any phone numbers that you are hoping or expecting will be using an answering machine or voice mail.

# THP217 FAQs

## Frequently Asked Questions

**Q. The alarm condition is set at 42 degrees F, can that be changed to a different temperature?**

A. No, the temperature is preset and cannot be adjusted. The alarm will be triggered when the temperature drops below the preset mark of 42-45 degrees F. The variance is about 3 degrees, so the alarm could be triggered around 45 degrees F. It is suggested to set the thermostat at around 50 degrees F (at the lowest) to avoid any false alarms.

**Q. Will the THP217 work on all phone services, like VOIP or Digital or Magic Jack?**

A. The THP217 should work on most home phone services, but has not been tested on all phone services. The only type of phone service the THP217 is not compatible with, is a multi-line service that requires a special “line selector” button on the phones. These are uncommon, and these phone systems will come with special telephones with buttons that say “Line 1” and “Line 2”. These buttons must be pressed to access a line and get a dial tone. Hooking up a regular phone to this type of multi-line phone service will not work. If you have a phone service that you can connect a typical handset to, and it will work, then the THP217 should have no problem.

**NOTE:** When using Internet phone services, it is important to remember that if the Internet service is not working then the phone service will not work. This is crucial especially with a power outage as many of these Internet phones do not have a battery backup so the phone would stop working immediately if Internet connection stopped working. Please use caution if using an Internet phone service and remember that if the phone line is down, the THP217 will not be able to make calls.

**Q. What if I do not have long distance service on my land line phone?**

A. You can only program local phone numbers into the THP217 if you do not have long distance service. If you have a local cell phone then consider using that as one of the programmed numbers, and bring it with you after setting up the THP217 so that it calls your cell phone when there is an alarm. If you are traveling with the cell phone in another state, as long as the cell phone is based in the local area (same area as the THP217 location), it will be a local call for the THP217. The other option is to purchase a long distance calling card. Because you can program up to 32 digits in the THP217 for each phone number, you can program in a calling card 1-800 number and use pauses in between each option, followed by the phone number. Make sure you test a call using the calling card, write down exactly what numbers were dialed and how many pauses, and then program the same numbers into the THP217. You may have to use a “pinless” calling card.

**Q. How many times will the THP217 dial each phone number in the event of a low temperature alarm?**

A. There is a setting for calling “CYCLE” that can be set from 1 up to 5 cycles. The default setting is 3 cycles. This means that when the temperature drops below the 42 degrees, the unit will call all of the programmed numbers a set number of times. If the cycle setting is 1, then each phone number will receive 1 phone call. If the cycle setting is 5, each phone number will receive 5 phone calls.

**Instruction manual page 4  
step 7 “Setting the Number of Calling Cycles”**

**Q. Will the unit stop calling if someone answers one of the alarm calls?**

A. No, the THP217 will call every number the set number of cycles, it does not matter if any of the phone calls are answered or not. When an alarm exists, the 1<sup>st</sup> number is dialed, and an alarm sounds for 30 seconds. Then the call disconnects, it does not matter if someone answers or if voice mail or an answering machine picks up. The unit will immediately pick up the phone line again and dial the 2<sup>nd</sup> number and sound the alarm for 30 seconds. It will repeat this for all of the phone numbers for all of the cycles (up to 5 numbers, up to 5 cycles).

**Q. What happens after all of the phone numbers are called, will the THP217 turn off?**

A. Yes the unit will disarm itself automatically after calling all of the phone numbers for the set cycles. When the temperature rises above the 42 degrees, back to a normal level, the THP217 will ARM itself automatically and continue to monitor for another low temperature. The unit will remain ARMED until someone disarms the unit in person. To disarm the unit, enter the password and press ARM/DISARM.

**Q. Is there any way to shut off the THP217 during an alarm condition, or stop it from calling more numbers?**

A. Once the unit starts making phone calls when the temperature drops, there is no way to stop the phone calls unless you disarm the unit in person. To disarm the unit, enter the password and press ARM/DISARM. There is no way to disarm the THP217 remotely, arming and disarming must be done using the keypad on the THP217.

**Q. What if I forget my password?**

A. You can reset the password by following these steps:

1. Press and hold the PROG button for 3-5 seconds, until you hear a short beep.
2. Immediately press the PAUSE button, if it works you will hear another beep.
3. If you do not hear the beep when pressing the PAUSE button, try holding down the PROG button again and repeat. Once you hold down PROG, hear the beep, press PAUSE and hear another beep, then you are ready to cut power to the THP217
4. Immediately remove the battery and unplug the AC adapter from the outlet. Leave the battery out and the unit unplugged for at least 2 minutes. This will reset all of the memory.
5. Plug the unit back in and re-insert the battery. The password is reset to 0-0-0, enter the password and press PROG and follow the instructions on programming everything again.

**Instruction manual page 4**

**Trouble Shooting Guide “PASSWORD HAS BEEN FORGOTTEN”**