

FREQUENTLY ASKED QUESTIONS

TattleTale Base Unit

1. Why don't I get any entry delay when I enter my office trailer?

- During the 40-second entry delay time, the RattleSnake vibration detector in the tattletale is active. It is most likely that the vibration caused by you entering the trailer is tripping the Rattlesnake and causing the tattletale to go off "instantly".
- To solve this problem, place a piece of foam or a folded towel under the tattletale to absorb some of the vibrations when you come into the trailer.
- There may also be an "instant" accessory protecting the entrance. Please verify the zone number of any sensor that may detect you before you are able to press your 4-digit entry code. If any of them are in zones 4, 5, or 6, please relocate the sensor or call tattletale Technical Support for assistance.

2. Why is my zone 3 light flashing?

- Zone 3 is the built-in motion detector in the tattletale and it is just picking you up as you walk or move in front of it.
- If you stop moving in front of the tattletale, the zone 3 will stop flashing.

3. Why isn't my zone 1 light flashing when I walk in front of my wireless motion detector?

- The wireless motion detector is powered by a 3V Lithium battery that will generally last 3 to 5 years. To preserve battery life for this long, the motion will go into a sleep mode for 3 minutes every time after it sees motion. It will "wake up" only after it has had a period of 3 minutes of seeing nothing.
- To test the wireless motion detector, place it in a drawer or somewhere where it will not see any movement for at least 3 minutes. After 3 minutes, take the motion out of the drawer, watch zone 1 on the Tattletale (or whatever zone is programmed to) as you wave your hand in front of it.
- Also include the tamper test.

4. Why is my cell service light flashing?

- The cell service light is an indication that your tattletale has cellular service and is currently in communication with a cell tower. A solid light indicates very strong signal strength. A flashing light indicates medium signal strength. If the light is not on, the tattletale does not have cell service. If this is the case, call tattletale Technical Support.

5. I just changed the battery in my motion detector and it isn't working. Why?

- Be sure to press the reset button after changing the battery. This applies to all tattletale wireless accessories. See the accessory's instruction sheet for the location of that sensor's reset button.

6. I can't arm my tattletale and I have some zones flashing. Why?

- The tattletale will not let you arm if you have some zones that are flashing steadily (with the exception of zone 3, which is the built-in motion on the tattletale) to warn you that you have accessories that are currently open or being tripped.
- Check the accessory(s) that are programmed to that zone. Make sure that they are secure and appear to be in good operating condition. If any accessory is damaged or missing, please call tattletale Technical Support for assistance.

7. If I enter my code, the tattletale just beeps endlessly. Why?

- This could be because of two reasons. One, your Tattletale is not plugged into power. Two, one or more of your zones are flashing rapidly because you have a low battery in that accessory or it has gone out of range of the tattletale.
- Make sure that your tattletale is plugged in.
- If a zone light is flashing rapidly, change the battery in the accessory programmed to that zone or bring the accessory back into range of the unit.

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8. What are the ranges of my accessories?

- Wireless accessories will generally work up to 2000 feet from the tattletale. Any objects, particularly dense, large objects such as buildings or dirt piles, in between the accessory and the tattletale can decrease the range.

9. I have an indoor motion in a metal storage container and its zone light is flashing. Why?

- Wireless signals cannot travel through metal. This is especially true if the motion detector is placed inside a metal storage container and the doors are closed. A rapidly flashing zone light indicates that the tattletale cannot "talk" to the motion detector anymore.
- We have a container sensor for just this purpose.

10. I have had my system for some time and it has worked just fine, but now I have a zone light that will not stop flashing. Why?

- You could have a low battery in an accessory. (See Question 7.)
- Over time, especially on a construction site, the environment changes and may cause some accessories to become out-of-range of the tattletale.
- Determine if anything has changed since the accessory last functioned normally.

11. Can I bypass a zone?

- To bypass the zone, press * (zone) *.
- You will need to bypass the zone each time the system is armed until the accessory is repaired or replaced.

12. What happens if I lose my 4-digit master code?

- Contact tattletale customer service and, with your verbal password, tattletale can assist you to program a new code.

13. How does tattletale make the call?

- tattletale uses Cellemetry which is a process of using the closest cellular tower and transmitting a data signal to that tower. The cellular system sends the signal to tattletale Dispatch. All the systems required to complete these procedures are contained within the Tattletale unit.

14. Once I have armed my tattletale, how much time do I have to leave?

- You will have 60 seconds to leave. At 50 seconds you will hear 3 beeps indicating that you have 10 more seconds left.

15. Once I reenter, how much time do I have to disarm my tattletale?

- You will have 40 seconds to disarm your tattletale.
- During this time, you cannot pick up or attempt to move the unit. The tattletale has a built-in tamper (Rattlesnake) to prevent any unlawful attempts to damage the tattletale. Vibration of surroundings may also trip the Rattlesnake.

16. How long will the siren and strobe be active in the event of an alarm?

- The siren will last for 8 minutes. The strobe will flash until the unit is disarmed.

17. What is "Rattlesnake" technology?

- During the entry delay time, if you attempt to tamper, move or pick up the unit, the tattletale will sound the alarm and the call will be made.

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Lights

18. What does the ready light indicate?

- This light tells you the unit is ready to be armed. However, the cell service light must be on or flashing in order for the tattletale to make the call.

19. What do I do if the "ready" light is not on?

- This indicates that one of the accessories is not "closed". Check your accessories and make sure that they are all closed.

20. What does a flashing or steady cell service light indicate?

- Flashing or steady cell service light means that service has been established with a cell tower and your Tattletale is able to send a call.

21. Is there any difference between a flashing cell service light and a steady one?

- The steady light means that there is a stronger signal than when the light is flashing.
- The tattletale will make the call in either case.

22. My cell service light is not lighted. What does that mean?

- Cell service has not been established. If your tattletale is plugged into power and warmed up, you may be in an area that has no cell service.
- Call tattletale customer service to resolve this problem.

23. What does the armed light mean?

- When this light is illuminated, your unit is armed.
- When this light is flashing steadily, your unit is armed in instant mode and must be disarmed with a keychain remote.

24. What do the numbered lights indicate?

- Your accessories each report to a particular zone. An illuminated zone light indicates that the accessory reporting to that zone is "open".

25. How can I tell which accessory reports to which zone?

- On the bottom of your tattletale unit there is a list of zones.
- Each accessory has the zone number listed on it.

26. What does it mean if my zone lights flash rapidly?

- A rapidly flashing zone light means that accessory reporting to that zone has a low battery or that accessory is missing from the range of the tattletale.

27. Why is my zone 3 light flashing?

- Your tattletale has an internal motion detector that reports to zone 3. When you are in front of the Tattletale, that motion detector is picking you up.

28. What does the calling light tell me?

- When the tattletale is set off, then the call will be made and the calling light will begin to flash. When the calling light goes from flashing to solid, this signifies that tattletale dispatch has received the alarm signal and they have returned a message to the tattletale indicating help is on its way.

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Batteries

- 29. How long will my tattletale work on the battery?**
- A fully-charged battery will last about 10 hours.
- 30. How do I know when my battery is low?**
- When the unit is working on battery power, the unit will send a signal to tattletale Dispatch when there is about 2 hours of power left.
- 31. How long will the batteries in the wireless sensors last?**
- They have an average life of 1-2 years.
- 32. How do I know when a sensor battery needs to be replaced?**
- When a wireless sensor battery is low, the corresponding tattletale zone light will flash rapidly.
- 33. How can I test a wireless sensor battery?**
- Simply “open” the sensor and its corresponding zone light will be illuminated if the sensor is working.

Placing and Installing Equipment

- 34. How do I determine where to place my tattletale?**
- It should be placed on a table or counter where it is accessible to you as you enter and exit, where there is a power source, and where it can "watch" an area with its internal motion detector.
 - The place that the unit sits should be stable. If the unit sits on an unstable surface, the Rattlesnake may trip when coming in to disarm the unit.
- 35. If I arm my tattletale and don't leave, will I set off the motion detector as I move about?**
- Don't arm your tattletale unless you are going to be out of the motion detector's sight.
- 36. Can the motion detector look through glass?**
- No. It can't look through glass or plastic, and will not react to movement unless there is heat associated with the movement.
- 37. Can I use any remote motion detector with my tattletale?**
- NO! All accessories that you have or may acquire in the future are programmed to work with your tattletale unit only. The programming is done at the factory or by your dealer using the code that your unit has been assigned and no other accessories will communicate with your tattletale.
- 38. How far from the tattletale unit can I place a wireless sensor?**
- It depends on the intermitting structures; under ideal conditions, the wireless sensors will work up to 2000 feet from the central unit.

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Additional Questions

39. How do I change my security code?

- The tattletale unit comes from the manufacturer with a master code of 1234. To change this code to your own personal Master Code simply press the following keys:

1 # 1234 * 1 # ???? * 1 #

(???? represents the four digits of your new master code number)

- To program as many as seven other User Codes, press the following keys for User Code 2:

* 2 # (Master Code) * 2 # (User Code 2) * 2 #

User codes 3 through 7 are programmed similarly.

40. Can my tattletale tell me when someone is entering without sounding the alarm?

- There is a "chime" mode that is activated by entering only the first number of your master code. You will hear a "beep" when you enter the first number, indicating that the chime function has been accepted. When the chime function is activated, a chime will sound when any sensor is tripped. Simply enter only the first number again to exit chime mode.
- Note: For tattletalets with a serial number beginning with "17", chime mode is activated/deactivated by entering * 0 *

41. What's the white square on the front for?

- The white square on front is the built-in motion detector.

42. What happens if I break the antenna?

- If the antenna on your unit breaks, it will not affect the performance of your tattletale unit. The antenna is actually only there for cosmetic reasons.

43. If the tattletale does not need a phone line, why is there a phone jack on the back?

- The phone jack is used to download open/close reports, and can be used for some accessories.

44. Can I replace the battery in my tattletale?

- No. The battery will recharge when AC power is plugged in. However, if for some reason the battery needs to be replaced, it will need to be serviced by the tattletale Tech. Department.

45. Why does my tattletale go off before I can get to it to disarm it? I don't have it set for instant alarm!

- You may have an accessory programmed to instant alarm, or the internal tamper may be getting set off.

46. Can I open the unit up to see what's inside?

- No. If you open the unit, your warranty will be voided.

47. Can I set the unit to automatically arm itself at a specific time?

- Yes. This will require some reprogramming but it can be done. Call tattletale for assistance.

48. Can I set the unit to automatically disarm itself at a specific time?

- No, the unit cannot be programmed to automatically disarm.

49. Can I run a report on what events have occurred?

- Yes. For a fee, the tattletale Tech. Department can set up a download of the events specific to your unit.

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