

# TeleSpy™ - Feedback & Frequently Asked Questions

**Q: Best feedback story?**

A: When a 5 year old grandchild sleepwalks out of his room at two in the morning, it call his grandmother's cell phone while it is recharging next to her bed. The sneaky little genius can't get past the TeleSpy™ in the hallway leading from his bedroom. If she can't get her husband to wake up and help, she simply programs the TeleSpy™ to call the house telephone number and everyone learns of her problem.



**Q: Second best feedback story?**

A: Latchkey kids can't fool their working Mom about coming straight home from school and what time they started their homework. If they don't come in the house, the TeleSpy™ doesn't call her. They can't even call from a friend's house and lie to her (because the TeleSpy™ wasn't triggered as they entered their own home.) She hasn't decided when or even if she will ever tell them she has a TeleSpy™ watching them. The kids, their friends and the friends' Moms can't understand how she knows what she knows when she knows it. Ahhhh, Mom!

**Q: Most logical feedback story?**

A: I have one at the front and backdoors of my lake house, hunting cabin and my farm. If something triggers any of them, they dial me in the city, I listen in to the room sounds on my cellphone and make a decision to call my neighbors that live at the lake or the police. I have smoke alarms plugged into the TeleSpy™ and can call the Fire Department if necessary. It is a feeling of comfort and security without the recurring expense of a full security system, monthly monitoring fees and false alarm fines.

**Q: College feedback?**

A: One customer placed one in his daughters dorm room at college and had it call the omni-present Floor Mother. The Floor Mom liked it so much she made the student's father buy one for her own room.

**Q: Most serious, but warmest, feedback story?**

A: Grandmother, with early signs of senility, lives with her son and family, but can't wander outside unattended because of the two TeleSpys™. One watches the front door, the other the back door, and both trigger and call the home number anytime she goes out at an inappropriate time. The family immediately goes to her rescue.

**Q: Most dangerous feedback story?**

A: Mother-in-laws and house guests (that the TeleSpy™ catches going through your master bedroom) can be a hazard to your health and family relationships!

**Q: How does the TeleSpy™ work?**

A: Simply, it works just like the security floodlights outside of so many homes and businesses. If you walk into their monitored area, the floodlights turn on the lights and, sometimes, security cameras. The TeleSpy™ works as a normal telephone until you turn on the monitoring features. This portable security system is triggered by the interruption of its 30' Passive Infrared (PIR) heat and motion sensor beam mounted in its base to trigger the auto-dial unit in the telephone base. It immediately calls your cell phone, home or office phone (or any other phone number you programmed into it as a "last-number redial" function) and, using the integrated high quality microphone and hearing aid compatible handset, allows you to listen in for about thirty seconds and verify any unauthorized intrusion. After deciding "friend or foe", you can immediately call the police to report a high priority "burglary-in-progress".



**Q: What is the beams shape and how far can it see?**

A: The TeleSpy™ sends out a tight, conical beam for about 30' feet (20' foot wide at 30'.) If it is armed and someone or something enters it, it calls a telephone or cell phone number you choose and lets you listen to the sounds for about thirty seconds. It then resets and rearms. If it is still interrupted or is interrupted again, it calls your number again. This could possibly prevent you from walking in on a dangerous burglar.



**Q: Office, at home or work?**

A: Sure. I have one in my office. No one is allowed in my locked office when I'm not there. I aim the TeleSpy™ at the inside of my office door, leave and lock my door. It arms after 60 seconds and then calls my cell phone if anyone enters. I call my secretary, the police or anyone that is appropriate or available to check it out. Either way, I know someone went in there and they know there will be "hell to pay."

**Q: Hotels, motels and rented property protection?**

A: Yes, aim your portable security system sensor's invisible, 30' beam at the area the intruder must cross to enter the room and the phone will call your cell phone when someone breaks the beam.

**Q: How do I handle the people at the hotel, like the maid or room service?**

A: Go to the Property Manager, Hotel Manager, Security Manager and front desk clerk and tell them:

- (1) you absolutely did not want anyone to enter your rented room when you are not personally in that room (I use a preprinted form I insist he or she signs);
- (2) if someone does enter your room, your portable security system will call your cell phone immediately;
- (3) in response, you shall immediately call the on-site Security number and then the hotel manager for immediate security enforcement and investigation (it's amazing how fast "the person that signed the form" can be);
- (4) if they don't answer, are delayed or unresponsive, you shall immediately call the local police Department to report a burglary; and
- (5) you shall take all farther actions necessary to protect your belongings and report the breach to the appropriate legal and rating authorities, the Better Business Bureau and the properties' corporate officers;
- (6) and you may consider litigation against the property for negligence.



**Q: Then what do I do?**

A: Obtain and write down or record the full area code and telephone number for the local police department emergency number (not just 911) and the on-property security service (2) connect your TeleSpy™ inside your room and aim it at the inside of your entry door (3) program the TeleSpy™ to call your cell phone if anyone enters your room (4) to enable you to immediately call the Security number that you wrote down earlier (and/or the local police) to report the unauthorized intrusion.

**Q: What if I am alone in a big city hotel in a large suite, sleeping in a separate, closed-door bedroom?**

A: A cell phone call from your portable security system, placed in the foyer, entry, or hallway of your hotel suite, may give you a few valuable seconds to alert hotel security or the local police. At home, this early warning assures me that I will have a few seconds notice to enlist the help of a 40 Caliber Glock Semi-Automatic to greet and show my appreciation and hospitality to the intruder.

*Important Note: Program the local police department's full area code and emergency number, not just 911, into the Speed-Dial feature of your cell phone. Otherwise, your cell phone will roam through your regular service area's area code and try to call your home Police Department Emergency Number while you are fighting a hotel burglar at the Uppity-Up Hotel in New York City or the Emperor's Tourist Hotel in Beging, China.*

**Q: Can my portable security system be programmed to dial out of a PBX, office or a hotel phone system?**

A: In some cases, yes, but you should always test it when you program or set it up. It uses a last-number redial method. When you program it for use (by dialing the number you want it to call about an intrusion) it places that number in memory until it is changed by dialing another number. If it worked once, it should work reliably for you.

*Example: Enter "9" to get an outside line, enter a memory pause to allow it to wait for a dial tone and then the number you want it to call. Note: A Memory Pause is a pause command that can be entered at the end of a stored number to allow for a system response when using credit card numbers or alternate long distance system ID numbers. You must verify that this will work within the system you are using. Dial the cell phone number, connect, hang up, arm the system, interrupt the system and see if it triggers and recalls your cell phone.*

**Q: What if my cell phone signal is so weak that it will not work reliably within the walls or basements of their property, hotel or convention center.**

A: Most conventions and hotels have a local cell phone company that rents local cell phones that work off of onsite or local repeaters and signal amplifiers that are very reliable. Many of these companies have booths at the convention or trade show. Some convention registration companies offer these cell phones as a registration option. Simply rent one of their phones for the duration of your stay and set your security system to call that rented cell phone number to reliably contact you.

**Q: Theoretically, how do I know my best use of my TeleSpy?**

A: Simple, think like an intruder. If an intruder entered, where would he come from (34% come through the front door), where would he go? What does he or she want? Predicting this movement should dictate the TeleSpy's position in the room.

**Q: Mechanically, how do I plan and place my TeleSpy?**

A: First, place the TeleSpy™ in the best place for the ultimate protection.  
Second, arrange any furniture or accessories (lamps, vases, etc.) to make sure it is not obstructed.  
Finally, run the cords to the telephone jacks and electrical plugs. Use extension cords if necessary.

**Q: Is the TeleSpy™ patented?**

A: On June 10, 2005, Sensorguard received a "Notice of Allowance" for the TeleSpy™ from the United States Patent and Trademark Office.

**Q: Will this new and practical intrusion detector make individuals, families, communities and their property safer and more secure.**

A: Yes. The idea of a security trigger device using telephone transmission lines for the purpose of notification is not original, in fact most security companies do just that, unfortunately their drawbacks are many;

- installation and monitoring fees are significant,
- the operational procedure is complicated,
- the call is not direct to the property owner,
- monitoring stations cannot verify the intrusion and
- the increase in the number of installed systems that perpetuate false alarms overload the ability of police departments to provide normal service.

The novelties of the TeleSpy™ address these problems. It is an inexpensive telephone security device that is simple to operate which calls the property owner instantly and allows him/her to listen in to validate intrusions, thus allowing police departments to respond quickly to actual emergencies and it's totally portable.

**Q: Can the TeleSpy™ be used in smaller homes and apartments and homes with existing security systems?**

A: The TeleSpy™ is an ideal solution for the smaller homes and apartments. It will be desirable to lower and middle income dwellings, including rented apartments, because they will be seeking affordable security and higher income users find it a valuable supplement to their existing systems. About 30% of TeleSpys™ sold will be going into small businesses, garages or shops.

**Q: Will the TeleSpy™ be around for a few years?**

A: The markets that will use the TeleSpy™ are inexhaustible as new home, property and business owners appear annually. Middle and lower income families that traditionally have not been home or security system buyers, find the TeleSpy™ to be affordable and necessary. The concentration of crime in the United States is in these areas and they need it worse than anyone else. This is a completely untapped market and has never been the focus of the Security and Alarm companies. The TeleSpy™ has proven itself capable of market penetration locally, nationally and world-wide and the people that are buying it find it to be indispensable.

**Q: How does the Self Test function help me?**

A: The test switch on the TeleSpy powers the green LED light near it. It tells the operator instantly when the motion sensor detects something (light comes on). The light stays during a timed period (the listening period) then the phone would disconnect (light off), now, light is off and TeleSpy is instantly re-armed for the next detection. Knowing how to use this function allows the operator to discover the exact parameter and sensitivity of the motion sensor within their personal environment. Operational tip: Unplug the phone line. Now the TeleSpy will show LED light "on" for detection and light "off" for disconnect and reset without calling. Always remember that the first time you turn the TeleSpy power "on" it takes 60 seconds to arm but the LED will turn off at 30 seconds. You must wait 30 seconds after the light has gone off before the TeleSpy is armed (only the first time.) Thereafter, when the light goes off, the TeleSpy is instantly armed.

**Q: What if I hear a burglary?**

A: First, be grateful you're not there but are listening from a remote location. Never attempt to apprehend criminals. This could be very dangerous! If professional assistance is required, call 911 or your local law enforcement emergency phone number.

**Q: When a burglary happens, what do I say to the Police Officer on the telephone?**

A: Explain clearly by saying:

1. I am the property owner/manager of \_\_\_\_ (give the address or location) \_\_\_\_.
2. I have a security system that called me and I am able to listen to sounds at that location.
3. Presently someone is burglarizing that space.
4. This is a "VERIFIED ALARM" and it is "IN PROGRESS."
5. Provide the authorities with as much detailed information as you can to assist them in their task.
6. If they request it of you, stay on the telephone line.
7. Ask if the Police Dispatcher wants you to patch them in the next time your TeleSpy triggers and calls you. Use the "conference call" or "flash and add a person" features of your phone to accomplish this. It is not always possible during the thirty seconds listen-in period. In some cases it can be repeated. A hand held recorder can also capture some of the sounds for evidence or proof later.

You have now reported a "Personally Verified (by both audio and repetition) - In Progress" intrusion that is the globally-recognized, highest priority (second only to an "Officer Down" call for help) for every Police Departments' immediate dispatch of Police manpower and equipment.

**Q: What about my pets?**

A: Pets and motion sensors can live together. If you use the motion sensor with the pet in close proximity it probably will set off the sensor. Use the test light on TeleSpy to discover for yourself the sensitivity of your pet(s), then devise a strategy which allows the TeleSpy™ to function without pet interference; you may find that pointing it in a specific direction or slightly raising the unit solves the problem. Sensitivity is factory set to trigger on about a 40 pound (5 years old) child or animal.

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