PHONE ACCESS
USER'S GUIDE

For Security Systems With Ademco's VIP
(VISTA Interactive Phone)

U.S. PATENT No. 4791658

ADEMCO

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For conventional operation of the security system, refer to the security system's User's Manual.

For information regarding the limitations of the entire security system, also refer to the security system's User's Manual.

THIS DEVICE COMPLIES WITH FCC RULES, PART 68.
FCC REGISTRATION No. AC3USA–74659–KX–N
RINGER EQUIVALENCE: 1.0B

INTRODUCTION

General Information

This guide is designed for the user whose security system features Ademco's **VIP** (VISTA Interactive Phone), made possible through the addition of a patented voice module. This module provides an interactive phone capability to the system that will permit you to control your security system via a Touch-tone phone (either on premises or by a call-in when away), and will enable you to do the following:

- Receive synthesized voice messages over the phone regarding the status of the security system.
- Arm and disarm the security system and perform most function commands using the telephone keypad, with voice annunciation being provided over the phone as confirmation after any function command entered.
- Turn certain lights/appliances on and off via the telephone (Relay Command Mode), if your system includes this feature.

Wherever possible, the Voice Module has been designed to annunciate the same words and provide the same sounds over the phone that would normally be displayed and heard on an Alpha console under the same system conditions.

Type of Telephone Required

The on-premises phone system need not have Touch-tone service, but the phone used for phone access must have Touch-tone capability (switchable phones should be set for Touch-tone temporarily before attempting phone access). An off-premises phone that does not have Touch-tone service and must use Pulse for dialing may not permit switching to Touch-tone *after* dialing; in such a case, phone access from that phone will not be possible.

Phone Access Code

To enable you to access the security system via a phone, your installer has assigned a special 2-digit phone code for your use. This code consists of a number from 1–9, followed by a ✶ or #.

OPERATING INSTRUCTIONS

Introduction

When attempting to access the security system from a phone that is on premises, you must enter your assigned 2-digit phone code; when accessing the system from outside the premises, voice prompts will ask you to enter your 2-digit phone code *and* your 4-digit system code. Successful access to the security system will be possible only after correct entry of the requested codes.

After accessing the security system via the phone, an automatic status report on the system is provided by the voice module. During this report, or immediately following it, you can execute virtually any system command via the keypad on the phone, using the same key entries normally performed at the wired console. Confirmation of each successful command entry is also provided over the phone.

Operating Information

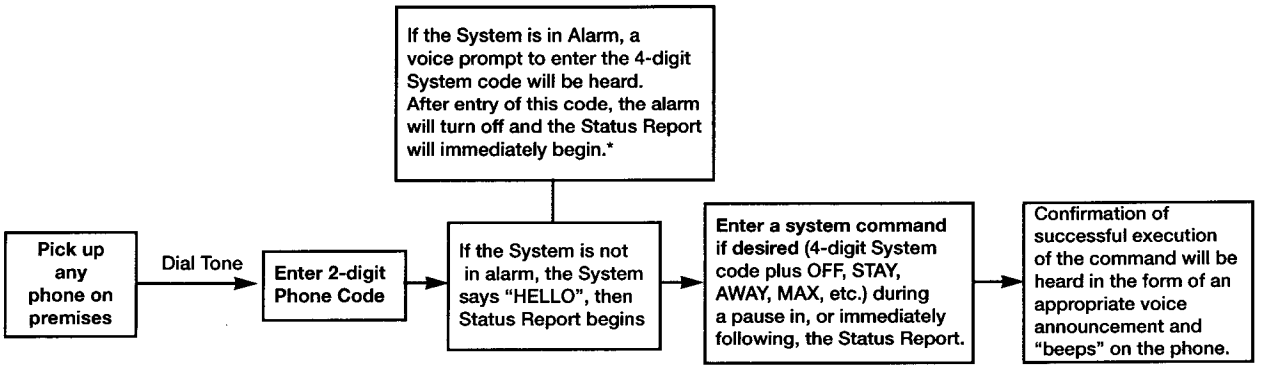
The instructions that follow describe how to access your security system via a Touch-tone phone, either on or off the premises, and describe how to execute system commands via the phone. Also provided is a detailed explanation of the status report that will be heard immediately following phone access to the system, and other helpful information regarding the various operating features of this voice system.

For your convenience, two **Basic Operating Guides** (accessing the system from an on-premises phone, and from an off-premises phone) are provided in an easy-to-follow chart on the next two pages. These are followed by detailed step-by-step operating instructions for these procedures. A **Quick Reference Guide** has also been supplied as an insert which, when detached and folded as instructed, will provide you with two small wallet-sized cards for quick reference when needed (such as when you are off-premises, or when this manual is not at hand.

If you encounter any difficulty with the operation of the phone access system, refer to the section entitled *If You Have Difficulty With The Voice System* on page 20 for help.

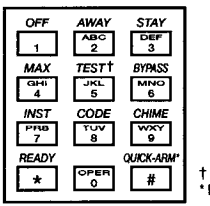
Accessing The Security System From An On-Premises Phone

BASIC OPERATING GUIDE



* In some systems, a voice prompt for entry of the 4-digit System code will not occur. To turn the alarm off, enter an OFF command (System code + OFF) during a pause in, or immediately following, the Status Report.

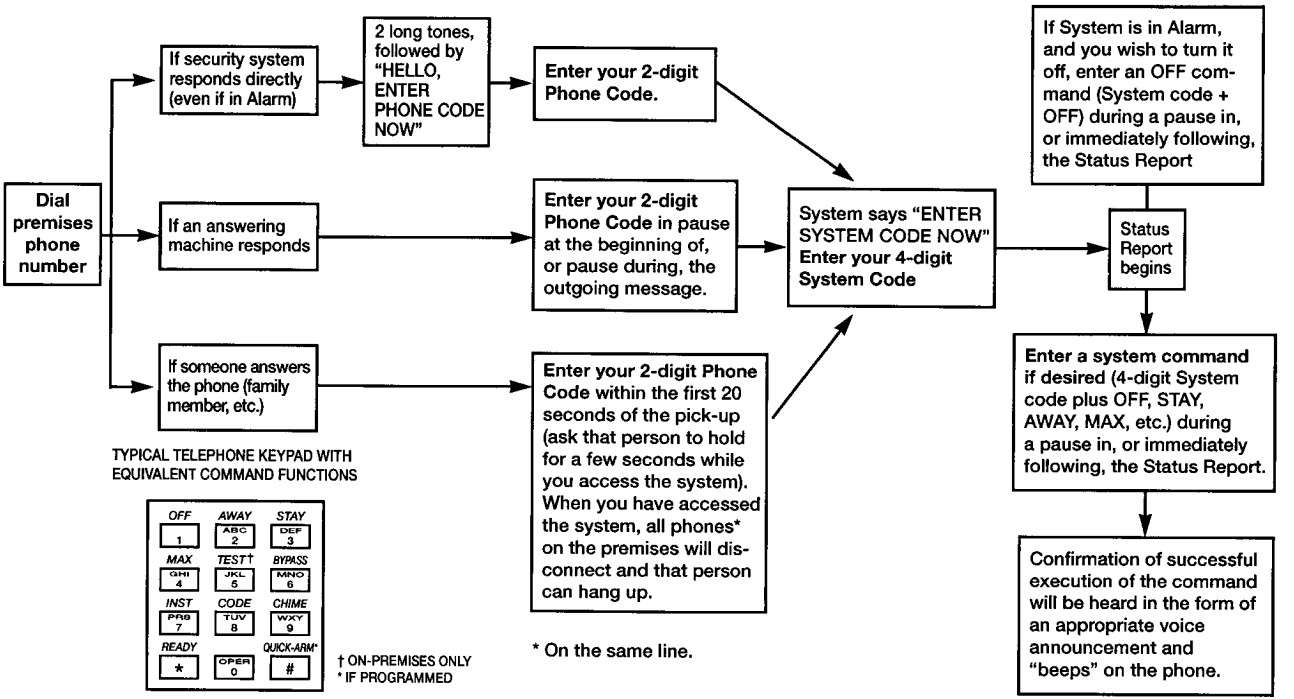
TYPICAL TELEPHONE KEYPAD WITH EQUIVALENT COMMAND FUNCTIONS



† ON-PREMISES ONLY
* IF PROGRAMMED

Accessing The Security System From An Off-Premises Phone

BASIC OPERATING GUIDE



Accessing the Security System from an On-Premises Phone

If the on-premises phone system does not subscribe to Touch-tone service, see the note at the foot of this page.

Step-by-Step Procedure:

To access the security system from on-premises, proceed as follows:

1. **Pick up the phone and listen for dial tone.**
2. **Enter your 2-digit phone code** via the telephone keypad to access the system.

   If the security system happens to be in alarm, a voice prompt to enter your 4-digit system code will be heard ("**ENTER SYSTEM CODE**"). If so, enter your system code at this time – this will automatically cause the alarm to turn off.* There is a 20-second time limit in which to enter the system code.

   * In some systems, a voice prompt for system code will not be heard, and you should enter an OFF command (your 4-digit system code plus OFF) to turn the alarm off, as indicated in step 4.
3. **Listen to the Status Report.** A voice report will be heard on the phone, starting with the word "**HELLO**", and followed automatically by a description of the status of the security system. A detailed description of the status report begins on page 17.
4. **Enter the System Command.** During a pause in, or immediately following, the status report, you can execute system commands (such as arm, disarm, etc.) using the keypad on the phone. See *Executing System Commands Via The Phone* on page 11 for more detailed information.
5. Hang up the phone when finished.

If The On-Premises Phone System Does Not Subscribe To Touch-Tone Service:
For access to the security system, the on-premises phone system need not subscribe to Touch-tone service, **provided the phone is Touch-tone-capable** (i.e., the phone is equipped with TONE/PULSE switching). Switchable phones should be set for TONE prior to attempting phone access, **and then returned to the PULSE position** when the phone access session is completed.

Accessing the Security System from an Off-Premises Phone

The security system can be accessed from any outside Touch-tone phone, provided remote access has not been turned off. If turned off, the following words will be heard when accessing your security system via the phone: "**CALL IN TO SYSTEM OFF**".

Step-by-Step Procedure:

To access the security system from off-premises, proceed as follows:

1. **Dial the premises phone number.**

A

If the security system answers the call directly (even if the system is in alarm).

You will hear 2 long tones followed by a "click", and then the words "**HELLO, ENTER PHONE CODE NOW**". Enter your 2-digit phone code.

B

If an answering machine responds to the call.

Enter your 2-digit phone code during a pause at the beginning of, or during a pause in, the outgoing message. Never enter the phone code *after* the machine starts recording.

C

If someone answers the phone (a family member, for example).

Enter your 2-digit phone code within the first 20 seconds of the pick-up. Notify that person that you are about to access the security system and that they should hold on for a few seconds while you enter your 2-digit phone code. When you have accessed the system, that phone* will disconnect and can be hung up.

* Also all others on the same line.

2. **When you have entered your 2-digit phone code,** the words "**ENTER SYSTEM CODE NOW**" will be heard.
3. **Enter your 4-digit system code.** As a safety feature, only up to three attempts are allowed in which to enter each code (phone code and system code), after which time the call-in will be aborted. Also, if no keys are pressed for a period of 20 seconds, the call-in will be aborted.

(Continued over)

4. If both codes (phone code and system code) were entered correctly, the system will be accessed and will automatically provide a status report of the security system. See *System Status Report* on page 17.

   If either code was entered incorrectly, the system will wait for the correct entry of each code, as before. If the key input limit is exceeded, there will be a disconnect.

Once the system is accessed successfully and the status report begins, you can then execute system commands (such as arm, disarm, etc.) using the keypad on the phone. See *Executing System Commands Via The Phone* on the next page.

Telephone Systems Equipped With Answering Machines

The 2-digit phone code should be entered during a pause* in the outgoing message on the answering machine. In some cases, it may be necessary to re-record the outgoing message on the answering machine to allow a pause of about 2 seconds at its beginning to permit entry of your 2-digit phone code when calling in from outside. The person who installed your security system should have instructed you in the proper procedure.

* The reason for entry during a pause is that touch tones (produced by entry of the 2-digit phone code) might not be received by the security system while an answering machine's outgoing voice message is on the phone line. Also, the 2-digit phone code should be entered *before* the answering machine starts recording to prevent the phone code tones from being recorded, and later played back if the answering machine has a remote message playback feature.

Executing System Commands Via The Phone

General

After accessing the security system, and at any point during, or immediately after*, automatic system status reporting by the Voice Module, it is possible to execute most system commands via the keypad on the Touch-tone phone, using the same key entries normally performed at the wired security console, **typically, your 4-digit system code followed by a command key.**

Refer to the security system's User's Manual for specific key entries required (also see the *TYPICAL SYSTEM COMMAND ENTRIES* table on page 13).

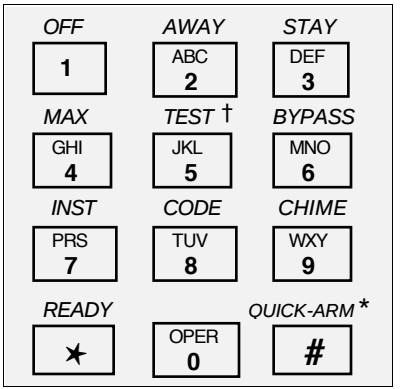
* Command entries can be made during the pauses that occur between each of the individual status reports, or during the pause immediately following the complete report.

Note: If the status report annunciates that the system is **"Disarmed, Not Ready to Arm"**, it tells you that a condition exists (such as an open zone) which will make it impossible to arm the system unless that zone is made intact or bypassed during the arming procedure. Pressing the ⋆ key during a pause in the status report will cause the voice system to annunciate the particular zones that are faulted (which door or window is open, for example).

Following your entry of a system command, wait for voice and sound confirmation of the command from the voice system, as indicated on page 14.

The keys on wired consoles are labeled with command functions, but telephone keypads are obviously not. The diagram that follows shows a typical telephone keypad with each of its keys identified as to its command function.

TYPICAL TELEPHONE KEYPAD WITH EQUIVALENT COMMAND FUNCTIONS



Tel. Key		Function
1	=	OFF
2	=	AWAY
3	=	STAY
4	=	MAXIMUM
5	=	TEST †
6	=	BYPASS
7	=	INSTANT
8	=	CODE
9	=	CHIME
✶	=	READY

† ON-PREMISES ONLY

* IF PROGRAMMED

System Commands That May Be Executed Via the Phone

The following are typical system function commands may be executed via the Touch-tone phone once you have obtained phone access to the security system:

- ARM STAY, AWAY, INSTANT, or MAXIMUM.
- BYPASS BY ZONE and QUICK BYPASS.
- DISARM.
- ENTER OR DELETE TEMPORARY USER CODES.*
- TURN CHIME MODE ON OR OFF.
- ENTER TEST MODE (on-premises phone only).

* This function cannot be performed via the phone in some systems. Check with your installer.

TYPICAL SYSTEM COMMAND ENTRIES VIA THE PHONE
ONCE YOU HAVE OBTAINED ACCESS TO THE SECURITY SYSTEM

QUICK-ARM FEATURE AVAILABLE †

Yes ☐ No ☐

ENTRY AND DELETION OF TEMPORARY CODES VIA THE PHONE AVAILABLE

Yes ☐ No ☐

Command Function	***Entry To Be Keyed On Phone***
To arm STAY	System Security code + key [**3**].
To arm AWAY	System Security code + key [**2**].
To arm INSTANT	System Security code + key [**7**].
To arm MAXIMUM	System Security code + key [**4**].
To BYPASS by specific zone	System Security Code + key [**6**] + zone # to be bypassed (01, 02, 03, etc.).
To QUICK BYPASS all open zones	Refer to your system's User's Manual.
To DISARM	System Security Code + key [**1**].
To enter a TEMPORARY CODE *	Master Security Code + key [**8**] + User No. + Temporary Code.
To delete a TEMPORARY CODE *	Master Security Code + key [**8**] + User No. + Master Security Code.
To Turn CHIME mode on	System Security Code + key [**9**].
To Turn CHIME mode off	System Security Code + key [**9**] again.
To enter TEST mode	System Security Code + key [**5**]. (on-premises phone only)
To exit TEST mode	System Security Code + key [**1**]

† The "Quick-Arm" feature, if programmed by your installer (see boxes at upper left), will permit the use of the **#** key in place of your 4-digit system security code when arming the system.

* This function cannot be performed via the phone with some systems. See boxes at lower left – your installer should have indicated whether your system can perform this function.

Confirmation of Successful System Command Entries

Commands entered via the phone will be confirmed by the same number of "beeps" as those produced by the console for confirmation of that function (e.g., if armed STAY, 3 beeps will be heard in the phone). This will be followed by voice confirmation of successful entry of the command, using words similar to those displayed on an Alpha console (e.g., "**ARMED STAY, EXIT NOW** ").

For those commands where the Voice Module's vocabulary does not permit annunciation (e.g., TEST, etc.), the system will beep (as appropriate) after a successful entry, and annunciate the words "**SEE SYSTEM CONSOLE**".

The following is a list of confirmation sounds and voice announcements that will be heard after successful command entries.

System Command Function Performed	CONFIRMATION VIA PHONE	
	Sound	**Voice Announcement**
Armed AWAY	2 beeps	"ARMED AWAY, EXIT NOW†"
Armed MAXIMUM	2 beeps	"ARMED MAX, EXIT NOW"†
Armed STAY	3 beeps	"ARMED STAY, EXIT NOW" †
Armed INSTANT	3 beeps	"ARMED INSTANT, EXIT NOW"†
Disarmed	1 beep	"DISARMED, READY TO ARM" or "DISARMED, NOT READY TO ARM"
Zone Bypass	1 beep	"BYPASS, (descriptor), ZONE # "
Enter CHIME mode	1 beep	"CHIME ON or CHIME OFF"
Enter/Erase temporary User Code*	1 beep	No voice announcement

† The words "EXIT NOW" simply indicate that you may exit during the Exit Delay period, if desired.

* Entering or erasing temporary user codes via the phone is not possible with some systems. Refer to the previous page.

Example of a Call-In From Outside for a Status Report and Command Entry

The following is an example of a complete sequence for a call-in from outside to make sure that the security system was armed AWAY before leaving the premises.

Assume that the 2-digit Phone Code is 7 ✶, and that the system security code is 1–2–3–4. No answering machine is connected in the following example.

1. Caller dials the premises phone number. After a programmed number of rings, the caller will hear 2 long tones followed by a "click", and then the words, "**HELLO, ENTER PHONE CODE NOW**".
2. Caller then enters the Phone Code: [7] + [✶]
3. The words "**ENTER SYSTEM CODE NOW**" will be heard.
4. Caller then enters the system 4-digit system security code: [1] + [2] + [3] + [4]
5. The system will now start to annunciate a status report on the system. If, when the Arming Status is annunciated, the caller hears the words "**DISARMED...READY TO ARM**", the caller will know that the system was not armed.
6. The status report may be interrupted at this point to enter an arming command*. This should be done during a 1-second pause placed by the Voice Module between each voice message. Keying entries while the system is speaking should be avoided.

   * The command can also be entered immediately following the status report.

   To arm the system AWAY, the caller enters the 4-digit system security code, then presses key [2] (AWAY).
7. If arming AWAY was successful, the caller will hear 2 confirmation beeps, followed by the words: "**ARMED AWAY... EXIT NOW**".
8. The caller may hang up now, or wait approximately 20 seconds, at which time the word "**GOODBYE**" will be heard to signify termination of the phone access session.

On-Premises Phone Access Restrictions

The system cannot be accessed when the phone line is busy, such as when engaged in a phone conversation, or when downloading* is in progress, or when the phone is ringing. Also, the system cannot be accessed if the phone line is out of service.

* Downloading is the process of remote programming of your security system by the central monitoring station over the phone lines, using their computer.

However, there are some conditions under which the system can still be accessed from an on-premises phone, even though the phone line is in use. These are:

If on the Phone During the Entry Delay Period:

The system may be accessed if you are on an on-premises phone during the entry delay period (for example, the system is armed, you are talking on the phone, and a family member enters through an entry/exit door).

During this period, the system may be disarmed without hanging up by entering your 2-digit phone code, followed by the DISARM command sequence. There will be no voice confirmation of the command, and you will have to listen for confirmation "beeps" from the nearest wired console. Phone disconnect will not occur, and the conversation can be continued after the DISARM command has been keyed.

Note: The person at the other end could possibly record the touch tones as they are being entered (your phone code could then be ascertained from the sound of the tones). If there is any concern in this regard, the phone conversation should be terminated first, or the system disarmed in the conventional way via the wired console while keeping the person on hold.

If the System is Communicating with the Alarm Monitoring Company (such as when your security system is reporting an alarm):

Although the phone line is in use during this period, and therefore no dial tone will be present when the on-premises phone is picked up, the system will annunciate the following voice message: "**SYSTEM DIALING CALL TO CENTRAL**" (repeated periodically). It is possible to access the system at this time by entering your 2-digit phone code during the pause between annunciations of the above message.

Off-Premises Phone Access Restrictions

- The system cannot be accessed when the phone line is busy (when calling in from outside, a busy signal will obviously be present).
- If calling from outside and someone answers, the phone code must be entered within 20 seconds following pick-up or the system cannot be accessed.
- Phone access will not be possible if remote phone access has been turned off (see *Turning Remote Phone Access On Or Off* on page 21).
- An outside caller requesting remote access will be allowed 3 attempts to correctly enter each code (the 2-digit phone code and 4-digit system security code). Thereafter, the system will hang up. The system will also hang up if no key is pressed for 20 seconds.

System Status Report

A System status report is provided automatically following phone access to the system, and includes the following:

- Alarm warning sounds (if any). *Not provided in some systems.*
- Fire alarms (if any).
- Burglary and other alarms (if any).
- Checks (if any).
- Power status (when there is an AC power or battery fault).
- Arming status (plus Bypasses, if any).
- Remote access (only when Off).
- Chime sounds (if chime mode is on and door or window is opened). *Not provided in some systems.*
- Zone faults (if any). *If not annunciated in your system, press ⋆ key to hear zones that are faulted.*

Note: Silent (panic) alarms will be annunciated as faults.

There is a 1-second pause between each individual status report. A system command may be entered during these pauses, or immediately following the end of the report (in most systems, you will hear a 2-tone chime sound to signify the end of the status report).

The nature and form of the system status report is as follows:

Alarm Warning Sounds

If a Fire or Burglary alarm is in progress (or in alarm memory), the status report will commence with a short burst of either a Fire alarm sound ("bell" sound), or Burglary sound (2-tone siren sound). *Note: Alarm warning sounds may not be provided over the phone with your particular system.*

Fire Alarm

The word "**FIRE**" will then be annunciated, followed by a zone description* (e.g., UPSTAIRS BEDROOM) and a 2-digit zone number (zones below 10 will be annunciated with a leading zero).

* If programmed by your installer.

Burglary and other Alarms

A status report for a Burglary or other alarm such as Panic or Emergency (current or in alarm memory) will be the same format as for a Fire Alarm above except that the word "**ALARM**" will be annunciated instead of FIRE.

Checks

A status report for a Check (trouble) condition will be the same format as for a Fire Alarm above, except that the word "**CHECK**" will be annunciated instead of FIRE.

Power Status

Annunciation of power status will take place only if a problem exists, as follows: If the system battery is low or is missing, "**SYSTEM LOW BATTERY**" will be annunciated.

If AC power is absent, "**SYSTEM POWER OFF**" will be annunciated.

Arming Status

This report will indicate if the system is armed, the arming mode, and if armed with any bypasses, or if the system is disarmed and whether it is ready or not ready to arm.

Annunciations when the system is in an armed state would be one of the following:

ARMED STAY, ARMED AWAY, ARMED INSTANT, or ARMED MAXIMUM.

If any bypasses are in effect, the word "**BYPASS**" will be added to the armed message.

Note: If the security system is reported as being armed and the Entry delay is active, the words "**DISARM NOW**" will also be annunciated; if the Exit delay is active, the words "**EXIT NOW**" will be annunciated.

Annunciations when the system is in the disarmed state are:

"**DISARMED, READY TO ARM**" or "**DISARMED, NOT READY TO ARM**"†.

† If the message "**DISARMED, NOT READY TO ARM**" is heard, and the "Zone Faults" report is not annunciated later (see *"Zone Faults"* below), simply press the ✶ key to hear the particular zones that are faulted.

Remote Access

If Remote Access has been turned off, the words "**CALL-IN TO SYSTEM OFF**" will be annunciated. If Remote Access is on, no announcement will be made.

Chime Mode

If the security system is in the CHIME mode during the status reporting session and a door or window is opened, a 2-note chime sound will be heard over the phone.*

* In some systems, chime sounds will not be heard when the system has been accessed from an outside phone.

Zone Faults

If there is a zone fault (example, a door or window open), the word "**FAULT**" will be annunciated, followed by a zone descriptor** (e.g., UPSTAIRS BEDROOM) and a 2-digit zone number (zones below 10 will be annunciated with a leading zero). *If zone faults are not annunciated in your system, press ✶ key to hear zones that are faulted.*

Note: Silent alarms will be annunciated as faults.

** If programmed by your installer.

A 2-tone chime sound will signify the end of the status report (this may not be heard in some systems).

Console Messages Not Covered In the Status Reports

Certain system status messages are displayed on a console only, such as "Transmitter Low Battery", "Test Mode", "Call Alarm Company", "Comm Failure". These messages will produce "beeps" (if appropriate) over the phone similar to those from the wired console. The Voice Module will annunciate "**SEE SYSTEM CONSOLE**" under these conditions.

Conditions That Will Terminate a Phone Access Session

The phone access session may be terminated at any time by the user hanging up. Phone access will also be terminated under the following conditions:

- If no touch tones have been entered and the system has made no announcements for 20 seconds.
- Phone access sessions are limited to 5 minutes or a sequence of 250 key presses, after which the system will end the session with the word "**GOODBYE**" (time permitting).
- A remote access session (call-in) will be terminated immediately if an alarm dialer report is triggered in the system. This ensures immediate notification of the alarm to the alarm monitoring station. A remote access session may also be terminated if the valid phone and system security codes had not already been entered when other types of dialer reports are triggered.

Protection Against Outside Tampering

In addition to counting the input attempts for the phone code and the system code, some control panels also prevent attempts by an unauthorized person to access the system from an outside phone. After 4 unsuccessful calls are made (including "access attempts" within an armed or disarmed period), remote phone access will be automatically turned off, and can only be turned on again from within the premises.

Whenever remote access is turned off due to tampering, you will be warned of this; instead of a prompt for codes on a call-in, the system will annunciate "**CALL-IN TO SYSTEM OFF, SEE SYSTEM CONSOLE**", and ignore all key depressions thereafter, until hang-up. The system's wired console may also beep approximately every 20 seconds, with an Alpha console displaying "CALL–IN TAMPER", and a fixed-word console displaying "CI".

Note: Before remote phone access can be turned on again after a tamper message, the system must be cleared by keying an OFF sequence (system security code plus OFF) **twice.**

What to do in the Case of Repeated Tamper Messages

If Remote Phone Access has been turned off automatically as a result of tampering (such as would be caused by improper keying of codes on a call-in from outside), and this occurs repeatedly over a short space of time, exercise caution if the improper keying was not caused by you or a family member. Some unauthorized person may be attempting to access your security system from outside, and you should consider **not** turning Remote Access on again for a period of time.

Turning Remote Phone Access On Or Off

Remote telephone access to the security system can be turned on and off via the on-premises phone* (or via the wired console), as follows:

Enter: Master 4-digit system code + [#] + [9] + [1]

A voice response and/or "beeps" will then indicate whether remote access is on or off, as follows:

"**CALL–IN TO SYSTEM ON**" (2 beeps) or,

"**CALL–IN TO SYSTEM OFF**" (1 beep).

To reverse the existing condition (from ON to OFF or from OFF to ON), simply enter your 4-digit system code + [#] + [9] + [1] again.

* An off-premises phone can be used to turn Remote Access **off**, but not to turn it **on.**

Using The Relay Command Mode (4285 Voice Module Only)

General Information

Your system may be set up so that certain lights or other devices can be turned on or off from a telephone keypad.

For systems having an interactive mode known as a **"#70 Voice Response Relay Command Mode"**, follow the procedure below.

For systems *not* having the "#70" interactive mode, refer to the User's Manual for the system or ask your installer for specific information on the relay command feature, if available. Systems not having the "#70" mode, but equipped with relay output devices, may provide no voice feedback when a relay command is entered via the phone.

Using the Voice Response #70 Relay Command Mode

Ask your installer if this mode is available in your system. If it is, place a check in this box .

To activate devices via the telephone, access the security system using your 2-digit phone access code. When the system acknowledges the access, enter your 4-digit system security code + [#] + 70. The following voice prompts will begin:

Voice Prompt: "ENTER DEVICE CODE NOW"

Enter the 2-digit number of the device to be activated.

Voice Prompt: "(Voice Description), DEVICE ## ON/OFF. FOR (Voice Description) ON, ENTER 2, FOR (Voice Description) OFF, ENTER 1"

Press 2 to turn the device on, or press 1 to turn the device off.

"##" represents the 2-digit device number, and (Voice Description) is the relay voice description programmed by the installer for that device (e.g., HALL LIGHT).

Voice Prompt: "(Voice Description) , DEVICE ## ON/OFF. TO EXIT, ENTER 00 NOW"

Enter **00** to exit, or enter the next device number to be programmed. The current on/off state of that device will be annunciated as described above. Alternatively, if 6 seconds elapses with no key depression, the voice module will annunciate the "ENTER DEVICE CODE NOW" message.

If You Have Difficulty With The Voice System

The Security System Cannot Be Accessed From An On-Premises Phone.

- System cannot be accessed by phone and wired console displays **87** (or other Tamper message). This indicates a problem with the Voice Module – CALL FOR SERVICE. In the meantime, use a wired console for all system operations.
- Entry of 2-digit phone code may be incorrect. Verify phone code and try again.
- Generally, the system cannot be accessed when the phone line is busy, such as when the alarm monitoring agency is communicating with your system, if you are engaged in a phone conversation (except during an Entry Delay period), or when the phone is ringing (always allow at least 12 seconds after the last ring before attempting phone access).
- The system cannot be accessed if the phone line is out of service.

No Tones From Touch-tone Phone.

If no tones are heard from the touch-tone phone when keys pressed, be sure that the phone being used is Touch-tone capable. If the phone is a switchable type (has a TONE–PULSE switch), make sure the phone is switched to TONE.

The Security System Cannot Be Accessed From An Off-Premises Phone.

- Either the 2-digit phone code or the system security code may have been entered incorrectly. Verify both codes and try again.
- Remote access from an outside phone may have been turned off. If so, remote phone access can only be turned on again from an on-premises phone.
- At the on-premises phone, enter your 2-digit Phone Code to access the security system, listen to the status report which will tell you whether remote access has been turned off. If turned off, key the following:

  Your master system security code + [#] + [9]+ [1].

  Note: If a TAMPER message was displayed on your console (see item 2 on the next page), you must first clear the system by keying an OFF sequence (CODE + OFF) **twice.**

Remote Phone Access Keeps Turning Off Automatically.

Improper keying (or tampering) from an outside phone has automatically turned remote phone access off (the console will display a tamper message).

The System Has Been Accessed And Status Report Annunciated, But A Command Cannot Be Executed.

If the command has been keyed, but confirmation is not heard, check as follows:

- Keying of entry may have been too rapid – make key entries slowly and firmly.
- You may have keyed entries while the system was speaking. Make your key entries only during pauses in annunciations by the system.
- The System Security code entered may be incorrect.
- Certain command functions have restrictions. The PANIC function cannot be initiated via the phone; the TEST mode can only be initiated from an on-premises phone.

  Also, assigning temporary user codes via the phone is not possible with some systems – check with your installer.

"See System Console" Voice Message Is Annunciated.

This message will be annunciated during any of the following conditions:

1. **If the security system is in the TEST mode.** In this mode, a fixed-word console will only display the normal "Not Ready" message, while an Alpha console will display "Test in Progress" in some systems, unless a zone is faulted, in which case the zone number (and description if an Alpha console) of that zone will be displayed.
2. **"Tampering" has caused "CALL-IN TO SYSTEM OFF, SEE SYSTEM CONSOLE" message to be annunciated.** Four or more unsuccessful attempts have been made to access the system from off-premises, causing Remote Phone Access to be turned off automatically. If the system is in the disarmed mode, an Alpha console will display "**CALL-IN TAMPER**" and a fixed-word console will display "**CI**". However, if the system is in the armed mode, only the normal "System Armed" message will be displayed.
3. **Low battery in a Wireless Transmitter.** If the system is in the disarmed state, a "Low Battery" message will be displayed. If the system is in the armed state, this display message may not appear until the system is disarmed (depending on how the system was programmed).
4. **Downloading is in progress** (your alarm monitoring station is sending data to your security system over the phone lines). During this period, an Alpha console will display "**MODEM COMM**" and a fixed-word console will display "**CC**".
5. **There has been a failure of the system to communicate with the central alarm monitoring station.** If the system has attempted to send a report to the central alarm monitoring station and has failed, an Alpha console will display "**COMM FAILURE**" and a Fixed-word console will display "**FC**".

In The Event Of Trouble With Your Regular Telephone Service

In the event of trouble with your regular telephone service, disconnect the security system from the telephone line by removing the plug from the RJ31X (CA38A in Canada) telephone wall jack (you should have been shown how to do this by your installing company). DO NOT ATTEMPT TO REMOVE THE TELEPHONE LINE CONNECTION IN THE CONTROL CABINET OR AT THE VOICE MODULE – THIS WILL CAUSE COMPLETE DISRUPTION OF REGULAR TELEPHONE SERVICE.

If the regular phone service works correctly after the plug has been disconnected from the RJ31X wall jack, the security system has a problem and you should call your installing company for service immediately. If, upon disconnection of the security system from the RJ31X wall phone jack, there is still a problem with telephone service, notify the telephone company that they have a problem and request prompt repair service.

Important:

If the phone service is at fault in this test, re-insert the plug immediately; if the security system is at fault, re-insert the plug as soon as the security system is repaired. **Remember, the security system relies on this connection for communication with your alarm monitoring station.**

The user may not under any circumstances (in or out of warranty) attempt any service or repairs to the security system.

FEDERAL COMMUNICATIONS COMMISSION (FCC) PART 15 STATEMENT

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information:

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- If using an indoor antenna, have a quality outdoor antenna installed.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the receiver away from the security control.
- Move the antenna leads away from any wire runs to the security control.
- Plug the security control into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful:

"Interference Handbook."

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

FEDERAL COMMUNICATIONS COMMISSION (FCC) PART 68 STATEMENT

This equipment complies with Part 68 of the FCC rules. On the front cover of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment uses the following jacks: RJ31X is used to connect this equipment to the telephone network.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

There are no user serviceable components in this product, and all necessary repairs must be made by the manufacturer. Other repair methods may invalidate the FCC registration on this product.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment is hearing-aid compatible.

When programming or making test calls to emergency numbers, briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours; such as early morning or late evening.

CANADIAN DEPARTMENT OF COMMUNICATIONS (DOC) STATEMENT

NOTICE

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: User should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

CANADIAN DEPARTMENT OF COMMUNICATIONS (DOC) STATEMENT (CONT'D)

AVIS

L'étiquette du ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le ministère n'assure

toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunications. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. Dans certains cas, les fils intérieurs de l'entreprise utilisés pour un service individuel à la ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empèchet pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunications ne permettent pas que l'on raccorde leur matériel aux prises d'abonnés, sauf dans les cas precis prévus par les tarifs particuliers de ces entreprises.

Les réparations du matériel homologué doivent être effectuées pas un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise en terre de la source d'énergie électrique, des lignes téléphoniques de réseau de conduites d'eau s'il y en a, soient raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal pour éviter toute surcharge indique le pourcentage de la charge totale qui peut être raccordé à un circuit téléphonique bouclé utilisé par ce dispositif. La terminaison du circuit bouclé peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

– NOTES –

LIMITED WARRANTY

Alarm Device Manufacturing Company, a Division of Pittway Corporation, and its divisions, subsidiaries and affiliates ("Seller"), 165 Eileen Way, Syosset, New York 11791, warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for 18 months from the date stamp control on the product or, for products not having an Ademco date stamp, for 12 months from date of original purchase unless the installation instructions or catalog sets forth a shorter period, in which case the shorter period shall apply. Seller's obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any product which is proved not in compliance with Seller's specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Ademco factory service. For warranty service, return product transportation prepaid, to an authorized Ademco Distributor.

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Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery, fire or other events occurring without providing an alarm, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. HOWEVER, IF SELLER IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS OR DAMAGE ARISING UNDER THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, SELLER'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST SELLER. This warranty replaces any previous warranties and is the only warranty made by Seller on this product. No increase or alteration, written or verbal, of the obligations of this Limited Warranty is authorized.

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165 Eileen Way, Syosset, New York 11791

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