



# Voice Module Programming and Operations Manual

For use with ProSYS 40 and  
ProSYS 128

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# Chapter 1: Introducing the Voice Module

The Voice module provides audible information about the status of your ProSYS system, and enables any remote, touch-tone (DTMF) telephone to act as a keypad for the system.

Upon event occurrence, such as alarm activation, the Voice module informs you of a security situation, for example intrusion or fire, by calling you and playing a pre-recorded Event announcement message. You can then acknowledge the event and remotely operate the system, as described on page 49.

Remote operation of the system includes a Listen and Talk option that enables you to listen in to your property and talk back, if necessary, as described on page 44.

The Voice module also enables you to remotely activate or deactivate up to 8 home appliances such as heating, lighting, sprinkler systems and garage doors, as described on page 39.



**NOTE:**

In order to carry out the procedures described in this manual, ensure that the Voice module is connected to the ProSYS Main Panel, as described in the *Voice Module Installation Guide*.

## Voice Module Spoken Messages

Three types of spoken messages are heard when using the Voice module:

- ◆ **Event announcement message:** Upon event occurrence, the Voice module initiates a call to a remote Follow Me (FM) number, informing you of a security situation by playing a pre-recorded Event announcement message, as described on page 8.
- ◆ **Status message:** Upon remote access of the system by initiating a call from a remote telephone or receiving a call from the system, the Voice module announces the current system status by playing a pre-recorded Status message, as described on page 28.
- ◆ **Announcement message:** Upon event occurrence, the Voice module can announce the security situation to occupants by sounding a local Announcement message from all Message Box Units (MBUs) on the premises, as described on page 19.



**NOTE:**

The Message Box Unit (MBU) is an external unit connected to the voice module and is used for playing and recording voice messages and for performing Listening-in and Talking operations with the voice module.

## Chapter 2: Programming the Voice Module

This chapter describes how to customize the spoken messages that the Voice module announces when you access the system from a remote telephone or you hear on the premises MBUs, enabling these messages to be immediately and easily understood.

In addition, this chapter describes how to verify the communication between the Voice module and the ProSYS, and how to enable Announcement messages to be sounded from MBUs at the premises.

All procedures in this chapter are performed from the **Voice Message** menu, which is accessed from the ProSYS keypad, as described in the *ProSYS User's Manual, Chapter 12: Complete Menu of User Functions*.



### NOTE:

Only engineers and users with the Grand Master authority level can program the Voice module.

This chapter includes the following sections:

\* 9 CODE # Unset 4 1 **Selecting a Message Structure**, page 10

\* 9 CODE # Unset 4 2 **Recording and Playing Messages**, page 11

\* 9 CODE # Unset 4 3 **Verifying Communication**, page 18

\* 9 CODE # Unset 4 4 **Enabling and Disabling Announcement Messages**, page 21

## Defining the Event Announcement Message

Upon event occurrence, such as alarm activation, the Voice module informs you of a security situation, such as intrusion or fire, by calling you and playing a pre-recorded Event announcement message.

The Event announcement message consists of the following 4 messages, each of which is defined individually:

- ◆ **Common message:** User-defined identification of the premises, for example, the address and/or telephone number of the premises. This message is up to 10 seconds long. The default Common message is *Hello, this is your RISCO security system calling.*
- ◆ **Event message:** System-defined description of the security situation that has occurred, for example, Intruder alarm. Ask your engineer for a list of possible Event messages.
- ◆ **Partition message:** User-defined name for the partition in which the event occurred, for example, First floor. The default system description is *Partition x* where *x* is the partition number. The Partition message can be up to 2 seconds long, and is only announced when the Event announcement message concerns a partition.



- ◆ **Zone message:** User-defined name for the zone in which the event occurred, for example, Kitchen. The default system description is **Zone x** where **x** is the zone number. The Zone message can be up to 2 seconds long, and is only announced when the Event announcement message concerns a zone.

The following are 2 examples of an Event announcement message:

<b>Common</b>	<b>Event</b>	<b>Partition</b>	<b>Zone</b>
<b>24 Oaklands.</b>	<b>Intruder alarm.</b>	<b>Ground floor.</b>	<b>Kitchen.</b>
<b>24 Oaklands.</b>	<b>Low battery trouble.</b>		



**NOTE:**

Event Restore announcements include the word **Restore** after the Event message.

Defining the Event announcement message consists of specifying the order in which these messages are announced, as described below, and recording your own Common, Partition and Zone messages, as described on page 11.

## Selecting a Message Structure

\* 9 CODE # Unset 4 1

Selecting a message structure enables you to specify the order in which messages are announced in the Event announcement message.

If the Event announcement message is heard by the Police or Fire Department, it is important that the Common message be announced first, as this identifies the premises.

If the Event announcement message is heard by the owner of the premises, the Common message can be announced last, as the owner already knows the identity of the premises. It is more important for the owner to hear the Event, Partition and Zone messages first, as they describe the event and pinpoint its location in the premises.

### ➤ To select a message structure:

1. 

VOICE MESSAGE: 1) MSG. STRUCTURE
-------------------------------------

 From the **Voice Message** menu, select **[1] Message Structure**.
2. 

MSG. STRUCTURE: TYPE:A (C/E/P/Z)
-------------------------------------

 Use the **Set** and **Part Set** keys to select one of the following structure types:

**[A] (C/E/P/Z):** Orders the messages, as follows:

**Common, Event, Partition, Zone.**

**[B] (E/P/Z/C):** Orders the messages, as follows:

**Event, Partition, Zone, Common.**

## Recording and Playing Messages

\* 9 CODE # Unset 4 2

You can record a Common message for the system and a message for each Partition, Zone or Utility Output.

### Recording the Common Message

\* 9 CODE # Unset 4 2 1

The following procedure describes how to record an identification message for your premises.

➤ **To record the Common message:**

- |  |
|--|
| <b>VOICE MESSAGE:</b><br>1) MSG. STRUCTURE |
|--|

 From the **Voice Message** menu, select [2] **Play/Record**.
- |                                       |
|---------------------------------------|
| <b>PLAY/RECORD:</b><br>1) COMMON MSG. |
|---------------------------------------|

 Select [1] **Common Msg**.
- |                               |
|-------------------------------|
| <b>COMMON MSG:</b><br>1) PLAY |
|-------------------------------|

 Select [2] **Record**.
- |  |
|--|
| <b>PRESS # TO START MESSAGE RECORD</b> |
|--|

 Press # Unset and say your message into the appropriate microphone.




**NOTE:**

A microphone is located in both the Voice module and in each MBU. Ask your engineer which microphone should be used for recording messages.


5.

PRESS # TO STOP  
REC. TIME: 10

The counter in the bottom right of the LCD counts down the seconds remaining until the system stops recording.

Recording stops automatically after 10 seconds. If you finish your message in 9 seconds or less, press  to stop recording.

 **NOTE:**

Not pressing  immediately after finishing recording your message might cause unwanted noises or a long silence in your message.

## Recording a Zone or Partition Message

 9 CODE  4 2 2 PARTITION NO or  
 9 CODE  4 2 3 ZONE NO

The following procedure describes how to record a name for a partition or zone in your system. The LCD message examples used in this procedure relate to the Partition message.

➤ **To record a zone or partition message:**

1. 

<b>VOICE MESSAGE:</b> 1) MSG. STRUCTURE
--

 From the **Voice Message** menu, select **[2] Play/Record**.
  
2. 

<b>PLAY/RECORD:</b> 1) COMMON MSG.
---------------------------------------

 Select **[2] Partition Msg.**  
-OR-  
Select **[3] Zone Message**.
  
3. 

<b>CHOOSE PART:</b> 1) PARTITION 1
---------------------------------------

 Select the appropriate partition or zone number and press **# Unset**.



**NOTE:**

The number of zone and partition messages that can be recorded for each ProSYS panel are as follows:  
**ProSYS 40:** Zones 1-32, Partitions 1-4.  
**ProSYS 128:** Zones 1-32, Partitions 1-8.  
All other zones have a default message of the zone serial number.

4. 

<b>PARTITION 1:</b> 1) PLAY MSG
------------------------------------

 Select **[2] Record Msg**.
  
5. 

<b>PRESS # TO START MESSAGE RECORD</b>
--

 Press **# Unset** and say your message into the appropriate microphone.




**NOTE:**

A microphone is located in both the Voice module and in each MBU. Ask your engineer which microphone should be used for recording messages.

6.

PRESS # TO STOP  
REC. TIME: 02

The counter in the bottom right of the LCD counts down the seconds remaining until the system stops recording.

Recording stops automatically after 2 seconds. If you finish your message in less than 2 seconds, press  to stop recording.

## Playing Messages

After recording, you can verify messages by following the procedures in this section and selecting **[1] Play** in step 4. If you use the **[1] Play** option before recording your own messages, you hear the system-defined description for the premises, partition or zone, as described on page 28.



### NOTE:

If the Voice module is not connected to the ProSYS Main Panel, the LCD displays the following message in step 4 of both procedures in this section: **VOICE MODULE NOT READY.**

## Recording Utility Output (PO) Messages

\* 9 CODE # Unset 4 2 4

Utility Outputs enable you to operate and control home appliances, such as heating, lighting, sprinkler systems and garage doors, via your ProSYS security system.

Recording voice messages for Utility Outputs simplifies the process of remotely operating them, as described on page 39, by enabling the user to hear a meaningful name, such as **Heating**, for each Utility Output.

This procedure involves:

- ◆ Selecting a Utility Output voice message.
- ◆ Assigning an appliance to that message.
- ◆ Recording a name for the selected appliance.



### NOTE:

Up to 8 appliances can be assigned to voice messages. Appliances must be defined as **Follow Code** in order for you to assign them to voice messages. Ask your engineer about defining appliances in this way.

### ➤ To record a PO message:

1. VOICE MESSAGE:  
1) MSG. STRUCTURE

From the **Voice Message menu**, select **[2] Play/Record**.

2. PLAY/RECORD:  
1) COMMON MSG.

Select **[4] PO Message**.

3. 

PO MESSAGE: 1) UO MESSAGE 1
--------------------------------

 Each option in the **PO Message** menu represents a message for a utility output.

Select the number representing the message to which you want to assign an appliance.

4. 

CHOOSE PO: 02) OUTPUT 03
-----------------------------

 The options in the **Choose PO** menu represent your **Follow Code** home appliances. Ask your engineer about defining appliances as **Follow Code**.

Select the number representing the appropriate appliance for the message selected in step 3.

-OR-

Select **00** for no appliance to be assigned to a message.



**NOTE:**

All 8 appliances are assigned to **00** by default. When remotely operating appliances using the **Operations** menu, appliances are not announced unless an option other than **00** is assigned to them in this step.

5. 

OUTPUT 03 01) PLAY MESSAGE
-------------------------------

 Select **[02] Record Msg.**



6. **PRESS # TO START  
MESSAGE RECORD**

Press **# Unset** and say your message into the appropriate microphone.



**NOTE:**

A microphone is located in both the Voice Module and in each MBU. Ask your engineer which microphone should be used for recording messages.

7. **PRESS # TO STOP  
REC.      TIME: 02**

The counter in the bottom right of the LCD counts down the seconds remaining until the system stops recording.

Recording stops automatically after 2 seconds. If you finish your message in less than 2 seconds, press **# Unset** to stop recording.



**TIP:**

After recording, you can verify that you have assigned the correct appliance to the selected recording by repeating this procedure and selecting **[1] Play Msg.** in step 5. If you use the **[1] Play Msg.** option before recording your own message, you hear the default system message for the appliance, such as *utility output 1*.

## Verifying Communication

\* 9 CODE # Unset 4 3

You can verify the communication between the Voice module and a remote FM telephone, and between the Voice module and a local Message Box Unit (MBU). The options in this section are used mainly by your engineer.

### Verifying Remote Communication

\* 9 CODE # Unset 4 3 1

Remote communication is verified by sending a Test event message from the ProSYS to a selected FM number. In order to achieve this, a phone number must first be assigned to the relevant FM number by entering [\*][2][7][CODE][#], as described in the *ProSYS User's Manual, Chapter 6: Setting Follow Me Numbers*.

#### ➤ To verify remote communication:

1. 

VOICE MESSAGE: 1) MSG. STRUCTURE
-------------------------------------

 From the **Voice Message** menu, select **[3] Test Message**.
2. 

TEST MESSAGE: 01) SEND MESSAGE
-----------------------------------

 Select **[01] Send Message**.
3. 

SEND MESSAGE: 01) FM NUM 1
-------------------------------

 Select the FM number to which you want a test message to be sent.

4.

VOICE FM TEST  
ACTIVATED

The system calls the selected FM number and announces the following message:

***Test message.***

The **Acknowledge** menu is then announced, as described on page 51.

## Verifying Local Communication

\* 9 CODE # Unset 4 3 2

Local communication can be verified by sending an Announcement message to all MBUs that are connected to the Audio and Listen-In channels.



### NOTE:

This option can also be used by the engineer to test and adjust the volume of each one of the MBU. For this purpose, the tamper alarm is disengaged when the engineer code is entered, enabling the MBU to be opened and its volume adjusted.

➤ **To verify local communication:**

1. 

VOICE MESSAGE: 1) MSG. STRUCTURE
-------------------------------------

 From the **Voice Message** menu, select **[3] Test Message**.

2. 

TEST MESSAGE: 01) SEND MESSAGE
-----------------------------------

 Select **[02] Local Play**.

3. 

PRESS ANY KEY TO STOP VM TEST
----------------------------------

 The following announcement message is repeated continuously from all MBUs in the system:

***Test message.***

Press any key to stop the announcement.



**NOTE:**

If required, the engineer can adjust the volume in the MBU(s), as described in the *MBU Operating Instructions on Chapter 5*.

## Enabling and Disabling Announcement Messages

\* 9 CODE # Unset 4 4

Upon event occurrence, the Voice module can announce the security situation to occupants of the premises by sounding a local Announcement message from all MBUs on the premises. This Announcement message can be enabled or disabled, per event.

By default, all Announcement messages are disabled.

### ➤ To enable and disable Announcement messages:

1. 

VOICE MESSAGE: 1) MSG. STRUCTURE
-------------------------------------


 From the **Voice Msg.** menu, select **[4] Announce Message.**
2. 

ANNOUNCE MESSAGE: 1) INTRUDER N
------------------------------------

 The **Announce Message** menu lists system events.

Select the event for which you want to enable or disable an Announcement message from the following options:

- [1] Intruder**
- [2] Fire**
- [3] Emergency**
- [4] Personal Attack/Panic**
- [5] Auto Set**
- [6] Set Process**
- [7] Set/Unset**
- [8] Part Set**

3. Use the  keys to select one of the following options:

**[N]:** To disable the Announcement message for the selected event. This is the default.

**[Y]:** To enable the Announcement message for the selected event.

## Chapter 3: Remotely Operating the System

Using the Voice module to remotely operate the ProSYS enables your telephone to act as a keypad for the system. This consists of initiating a telephone call to or from the system, and interacting with talking menus that guide you through your required remote operation.

### Voice Module Talking Menus

The first of these talking menus is the **Operations** menu, as described on page 29. Each option in the **Operations** menu leads to a distinct voice prompt menu that announces further options and instructions, as described in subsequent sections of this chapter.

It is not necessary to wait for the end of a message or menu to enter a reply. If you remember the options listed, you can press the appropriate key at any time. For a list of shortcuts that enable you to omit menus and go directly to your required operation, see the list of quick key combinations on page 25.

When you have carried out your required operation, simply hang up the phone. The communication disconnects automatically.

When using the Voice module, you can press the following keys, from your telephone, at any time:

**\*** **Star:** To return to the previous menu.

**#** **Hash:** To repeat the options in the current menu.



## Quick Key Combinations

Quick key combinations are shortcuts that enable you to omit menus and go directly to your required remote operation.

Access the system, as described on page 26, before entering the required combination from the table below.

<b>Operation</b>	<b>Quick Key Combination</b>	<b>Page</b>
Setting All Partitions	1 1	31
Setting by Partition	1 9 PARTITION NO	32
Unsetting All Partitions	2 2	33
Unsetting by Partition	2 9 PARTITION NO	34
Changing Zone Omit Status	3 ZONE NO # 9	35
Operating POs	4 PO NO	39
Changing FM Numbers	5 FM NO # 2	41
Listening In	6 1	44
Talking	6 2	44
Playing a Message from the Message Box	7 1	46

Operation	Quick Key Combination	Page
Recording a Message for the Message Box	7 2	47
Exiting the System	0	48

For a detailed description of how to carry out your required operation, turn to its corresponding page number in the table above.

## Remotely Accessing the System

Remotely accessing the system involves initiating a call to the system, and entering your remote access code and the user code you usually enter in the system keypad.

All procedures in this chapter are performed by first initiating a call in this way, and then selecting your required option from the **Operations** menu, as described on page 29.

### ➤ To remotely access the system:

1. From a remote, touch-tone telephone, dial the number of the premises where ProSYS is installed, and proceed as follows:
  - ◆ **If an answering machine is in use at the premises:** Let the line ring once, then hang up and call again.



#### NOTE:

Ask your engineer to define the Answering Machine Override feature.

In some telephone systems, you may need to wait at least 10 seconds before calling the system again.

- ◆ **If an answering machine is not in use at the premises:** Wait until the system picks up.

The system picks up after a predefined number of rings, and a continuous beep is heard.



**NOTE:**

When the system picks up, all phones on the same line are effectively disconnected, and cannot be used.

2. Enter your 2-digit remote access code.



**NOTES:**

This code is defined by your engineer (Default=00).

You have 10 seconds in which to enter this code. After this time the system automatically switches to MODEM mode. The sound of the connected modem is heard, and the call must be made again, as described in step 1.

The following message is announced:

*Hello, please enter your user code, followed by hash.*

Enter the 6-digit user code you usually enter in the system keypad, followed by .



**NOTE:**

If an invalid user code is entered, the following message is announced: **Wrong code.**

If a valid user code is not entered within 10 seconds, the system hangs up, and the call must be made again, as described in step 1.

If 3 invalid user codes are entered within 10 minutes, the system hangs up and is then locked for fifteen minutes. During this time, any calls initiated to the system are not picked up. However, it is still possible to receive event calls from the system.

The Status message is announced, followed by the **Operations** menu, as described on page 29.

You can now perform the required remote operations, as described in the subsequent sections of this manual.



**TIPS:**

To repeat the Status message, press **#**.

To omit further menus and go directly to your required operation, use the list of quick key combinations on page 25.

## Status Messages

When a valid user code is entered, the Status message is announced, declaring the current status of the system.

The following is a list of possible Status messages:

- ◆ ***All partitions are set.***
- ◆ ***All partitions are ready to set.***
- ◆ ***Intruder alarm in [partition x] / all partitions.***
- ◆ ***Fire alarm in [partition x] / all partitions.***
- ◆ ***Emergency alarm in [partition x] / all partitions.***
- ◆ ***Panic alarm in [partition x] / all partitions.***
- ◆ ***[Partition x] is set.***
- ◆ ***[Partition x] is ready to set.***
- ◆ ***[Partition x] is not ready to set.***

The Status message declares the status of the partitions to which you have access. If partition status varies, the Status message includes a separate message for each partition.

The default message for a partition is *partition x* where *x* is the partition number. See page 12 for details about recording a name, such as *Living Room* for each partition.

## Operations Menu

After the Status message, the following list of remote operations is announced:

<u>Option</u>	<u>Page</u>
<i>To set, press 1.</i>	30
<i>To unset, press 2.</i>	33
<i>To omit a zone, press 3.</i>	35
<i>To operate a Utility Output, press 4.</i>	39
<i>To change a Follow Me number, press 5.</i>	41
<i>To Listen and Talk, press 6.</i>	44
<i>To enter the message box, press 7.</i>	46
<i>To exit, press 0.</i>	48

For a detailed description of how to carry out your required operation, turn to its corresponding page number in the list above.

These options in the **Operations** menu vary according to system status and your access rights. For example, the **To set the system** option is not announced if all partitions in your system are already set, and the **Activate POs** option (for activating home appliances) is not announced if the POs in your system are not defined as **Follow Code**, as described on page 39.

## Setting the System 1

Setting your system enables its detectors to detect activity on your premises.

➤ **To set the system:**

1. From the **Operations** menu, press 1. If you have more than 1 partition, the following message is announced:

***To set all partitions, press 1.***

***To set in, press 9.***

If you only have permission to set 1 partition, the partition is set and the following message is announced:

***[Partition x] is set.***

2. To set all partitions in the system, follow the procedure on page 31. To set individual partitions within the system, follow the procedure, ***To set by partition***, on page 32.

➤ **To set all partitions:** 1 1

- ◆ Press 1. One of the following messages is announced:

Message	Description
<b><i>All partitions are set.</i></b>	All partitions have been set successfully.
<b><i>To force set, press 2. To return to previous menu, press star.</i></b>	1 or more partitions are not ready to set. Press <span style="border: 1px solid black; padding: 0 2px;">2</span> to force set all partitions that are not ready to set. The following message is announced: <b><i>All partitions are set.</i></b> -OR- Press <span style="border: 1px solid black; padding: 0 2px;">*</span> to return to the previous menu.



**NOTE:**

The option to force set can be disabled by your engineer, and in this case it is not announced.



**WARNING:**

Force setting a partition results in leaving that partition unsecured.

The **Operations** menu is then announced again, as described on page 29.

➤ **To set by partition:** 1 9 PARTITION NO

1. Press **9**. The following message is announced for each partition for which you have Setting permission:  
**To set [partition x], press [x].**
2. Press the number corresponding to the partition you want to set. One of the following messages is announced:

<b>Message</b>	<b>Description</b>
<b>[Partition x] is set.</b>	The selected partition has been set successfully.
<b>To force set, press 2. To return to previous menu, press star.</b>	The selected partition is not ready to set. Press <b>2</b> to force set the selected partition. The following message is announced: <b>[Partition x] is set.</b> -OR- Press <b>*</b> to return to the previous menu.



**NOTE:**

The option to force set can be disabled by your engineer, in which case it is not announced.

**WARNING:**

Force Setting a partition results in leaving that partition unsecured.

A list of remaining partitions is then announced.

3. Repeat step 2 for any additional partitions you want to set.



## Unsetting the System 2

Unsetting your system deactivates its detectors.

➤ **To unset the system:**

- ◆ From the **Operations** menu, press 2. If you have more than 1 partition, the following message is announced:

***To unset all partitions, press 2.***

***To unset by partition, press 9.***

If you only have permission to unset 1 partition, the partition is unset and the following message is announced:

***[Partition x] unset.***

➤ **To unset all partitions:** 2 2

- ◆ Press 2. The following message is announced:

***All partitions unset.***

The **Operations** menu is repeated.

-OR-

To unset individual partitions in your system, follow the procedure below.

➤ **To unset by partition:** 2 9 PARTITION NO

1. Press 9. The following message is announced for every partition in the system:

***To unset [partition x], press [x].***

2. Enter the number corresponding to the partition you want to unset. One of the following messages is announced:

<b>Message</b>	<b>Description</b>
<b><i>[Partition x] unset.</i></b>	The selected partition has been unset successfully. The list of remaining partitions is announced. Repeat step 2 for any additional partitions you want to unset.
<b><i>All partitions are unset</i></b>	The selected partition was the last partition to be unset. All partitions are unset.

## Changing Zone Omit Status

3 ZONE NO # 9

Omitting a zone enables you to set a partition even if a zone within that partition is open.

You can return the selected zone's status to **un-omit**, by following the same procedure.



### WARNING:

Omitting a zone results in leaving the partition to which that zone belongs unsecured.



### NOTES:

A omitted zone's status is automatically returned to **un-omit** when the partition to which it belongs is unset.

The Omit option can be disabled by your engineer, in which case it is not announced as an option in the **Operations** menu.

### ➤ To change the omit status of a zone:

1. From the **Operations** menu, press **3**. The following message is announced:

***Please enter a zone number followed by hash.***

2. Enter the number of the zone whose omit status you want to change, followed by . One of the following messages is announced:

Message	Description
<b>Zone [x] in alarm.</b>	The selected zone has been violated and cannot be omitted.  The following message is then repeated: <b>Please enter a zone number followed by hash.</b> Return to step 2, and enter a different zone number.
<b>Zone [x] is set.</b>	The selected zone is set and cannot be omitted.  The following message is then repeated: <b>Please enter a zone number followed by hash.</b> Return to step 2, and enter a different zone number.

<b>Message</b>	<b>Description</b>
<b>Zone is not valid.</b>	<p>You do not have access to the selected zone, or the selected zone does not exist in the system.</p> <p>The following message is then repeated:  <b>Please enter a zone number followed by hash.</b></p> <p>Return to step 2, and enter a different zone number.</p>
<b>Zone [x] is open. To change omit status, press 9.</b> <b>To return, press star.</b>	<p>The selected zone's omit status can be changed.</p> <p>Proceed to step 3 below.</p>
<b>Zone [x] is closed. To change omit status, press 9.</b> <b>To previous menu, press star.</b>	<p>The selected zone's omit status can be changed.</p> <p>Proceed to step 3 below.</p>
<b>Zone [x] is omitted. To change omit status, press 9.</b>	<p>The selected zone has already been omitted.</p> <p>To un-omit the selected zone, proceed to step 3 below.</p>

3. Press **9**. One of the following confirmation messages is announced:

<b>Message</b>	<b>Description</b>
<b><i>Zone [x] is omitted.</i></b>	The selected zone's status has been changed to omitted.
<b><i>Zone [x] is not omitted.</i></b>	The selected zone's status has been changed to <b>un-omitted</b> .

The following message is then announced:

***Please enter a zone number followed by hash.***

4. Enter the number of the next zone whose omit status you want to change.

-OR-

Press **\*** to return to the **Operations** menu.

## Operating Programmable Outputs (POs)

4 PO NO

The Programmable Output option enables you to remotely operate (activate or deactivate) up to 8 home appliances such as heating, lighting, sprinkler systems and garage doors.

There are 2 types of appliances, each of which behaves differently when activated:

- ◆ **Latched appliance:** Remains activated until it is deactivated.
- ◆ **Pulsed appliance:** Remains activated for a predefined number of seconds, after which it is automatically deactivated.

Ask your engineer which of your appliances are defined as latched and which are defined as pulsed.



### NOTES:

The Programmable Output option applies to Programmable Outputs that are defined as **Follow Code**. Ask your engineer for details about defining Programmable Outputs in this way.

The default system message for a Programmable Output is **output x** where **x** is the output number. See page 14 for details about defining a name, such as **Heating**, for each Programmable Output.

➤ **To activate and deactivate POs:**

1. From the **Operations** menu, press 4. One of the following messages is announced for every **Follow Code** PO that has been assigned to a message, as described on page 14:

<b>Message</b>	<b>Description</b>
<b><i>To activate [output x], press [x].</i></b>	The appliance is defined as <b>latched</b> and currently deactivated.  -OR- The appliance is defined as <b>pulsed</b> .
<b><i>To deactivate [output x], press [x].</i></b>	The appliance is defined as <b>latched</b> and currently activated.

2. Enter the number corresponding to the PO you want to activate or deactivate. One of the following confirmation messages is announced, depending on whether you have activated or deactivated the selected PO:

***[Output x] activated.***

***[Output x] deactivated.***

The messages described in step 1 are then repeated for every PO in the system.



3. Repeat step 2 to activate or deactivate other POs,

-OR-

Press  to return to the **Operations** menu.

## Changing Follow Me (FM) Numbers

The Voice module enables you to remotely change the phone numbers of users to whom event calls are sent.

This is useful if you want to receive event calls while on vacation. In this case, you would temporarily change your regular FM number from that of your workplace to that of your vacation residence.



### NOTES:

Only the Grand Master, Master and Manager authority levels have permission to change FM numbers.

### ➤ To change FM numbers:

1. From the **Operations** menu, press . The following message is announced:  
***Please enter Follow Me number followed by hash.***
2. Enter the FM number representing the phone number you want to change, followed by .



### NOTES:

For ProSYS 40 systems, this number must be from 1 to 8.  
For ProSYS 128 systems, this number must be from 1 to 16.

One of the following messages is announced:

<b>Message</b>	<b>Description</b>
<b><i>Current phone number is [x]. To change phone number, press 2. To return to previous menu, press star.</i></b>	The number you have entered currently represents a phone number. This phone number is announced.  Proceed to step 3 on page 43.
<b><i>A phone number is not defined for this FM number.</i></b>	No telephone number is defined for the FM phone you have entered.  Return to step 2, and enter a different FM number.
<b><i>Access is denied to this Follow Me number.</i></b>	Either you do not have access to the number you have entered, or the number does not exist.  The following message is then repeated: <b><i>Please enter Follow Me number followed by hash.</i></b>  Return to step 2, and enter a different FM number.

3. Press  to change the selected phone number.  
The following message is announced:  
***Please enter new phone number. To end, press hash.***
4. Enter the new phone number, followed by . If required, include special characters, as described on page 44. The menu described in step 2 on page 41 is repeated.  
-OR-  
Press  to delete the phone number.  
The following messages are then announced:  
***To confirm new phone number, press 1.***  
***To change phone number, press 2.***  
***To return to previous menu, press star.***
5. Press  to confirm the phone number you entered in step 4.  
-OR-  
Select an alternative option, as required.
6. Repeat steps 2 - 5 for any additional FM numbers you want to change.

## Special Functions

Including a character in a phone number enables a particular function to be performed during the process of dialing that phone number.

To include one of the following functions in a phone number, enter its corresponding key combination from the list below.

Function	Character	Press
Stop dialing and wait for a new dial tone.	A	* 1
Wait a fixed period before continuing.	B	* 2
Switch from Pulse to Tone (or from Tone to Pulse).	C	* 3
Send the DTMF # character.	#	* #
Send the DTMF * character.	*	* *

## Listening and Talking 6

The Listen and Talk option enables you to remotely and silently listen in to your premises in order to verify the cause of an event occurrence through the MBU units. It also enables you to remotely talk into your premises, for example, to guide someone in distress.



### NOTE:

When entering the Listen and Talk option you have 2 minutes time out in which to listen or talk, after each press on [1] or [2] options. After this time, the **Acknowledge** menu or the **Operations** menu is repeated.

➤ **To listen and talk:**

- ◆ From the **Operations/Acknowledge** menu, press **6**. The following messages are announced:

***To listen in, press 1.***

***To talk, press 2.***

***To return to the previous menu, press star.***

➤ **To listen:** **6** **1**

- ◆ At any time, you can press **1** to listen in to the premises. The bell alarm is silenced. If you talk, your voice cannot be heard in the premises.

➤ **To talk:** **6** **2**

- ◆ At any time, you can press **2** and talk into the telephone. The bell alarm is silenced, and your voice is heard in the premises. During this Talking mode you can't listen-in to the premises.



**NOTE:**

When you switch from talk mode to listen mode, the MBUs on the premises sound a beep and the Led is flashing slowly. This can help you to make a convenient dialog with a person in the premises

➤ **To stop listening and talking:**

- ◆ Press **\*** to stop listening and talking and return to the Operations menu.



**NOTES:**

Listening and talking cannot be performed simultaneously.

You must press **1** prior to listening and **2** prior to talking in order to be heard in the premises.

The bell alarm resumes sounding 2 minutes after the last key has been pressed, and the previous menu is announced.

The MBU LED flashes when listening and talking are performed.

## Using the Message Box **7**

The Message Box enables you to collect voice messages from and leave voice messages for users of the system through the MBU.

### Playing a Message **7 1**

The Message Box enables you to play a message left by users of the system.

➤ **To play a message:**

1. From the **Operations** menu, press **7**. One of the following messages is announced:

***You have a new message.***

***You have no new message.***

The following message is then announced:

**To play the message, press 1.**

**To record a message, press 2.**

2. To play a message, press . The message is played, followed by the message in step 1 above.

## **Recording a Message**

The Message Box enables you to record and store 1 message up to 10 seconds long. When you record a new message, the last message is deleted.

### **➤ To record a message:**

1. Follow step 1 in the procedure above.
2. Press . The following message is announced:  
**Press hash to start and stop recording.**
3. Press  and say your message into the telephone receiver.
4. Press  when you have finished your message.  
The following message is announced:  
**You have a new message.**  
**To play the message, press 1.**  
**To record a message, press 2.**

5. Press **1** to listen to the message you have just recorded. -OR-

Press **\*** to return to the **Operations** menu.

When accessing the Message Box option, **You have a new message** is announced. This changes to **You have no new message** when a user with a different user code to the user who recorded the message plays the message.



**NOTE:**

The MBU LED starts to flash rapidly indicating that new message has been recorded.

## Exiting the System **0**

When you have finished performing remote operations, you can exit the system, as described below.



**NOTE:**

You can also exit the system by hanging up. The communication is automatically disconnected.

➤ **To exit the system:**

1. From the **Operations** menu, press **0**. The following message is announced:

**Goodbye.**

2. Hang up. All phones on the same line as the system are effectively reconnected and can be used.



## Chapter 4: Receiving Calls from the System

Upon event occurrence, such as alarm activation, the Voice module informs you of security situations such as intrusion or fire, by calling you and announcing a pre-recorded Event announcement message, as described on page 8, followed by the **Acknowledge** menu, as described on page 51.

The system can call up to 16 Follow Me numbers, depending on your system, enabling you, a relative or neighbor to be informed of the security situation.



### NOTES:

ProSYS 40 systems can call up to 8 FM numbers.

ProSYS 128 systems can call up to 16 FM numbers.

FM numbers are assigned certain events and partitions for which they receive calls. The system must be programmed to call an FM number after a specific event occurs in order for that event to trigger the call. See page 41 for more information about FM numbers.

You can then take the appropriate action, whether this is to inform the authorities, or to use the Voice module to acknowledge the event and remotely operate the system, as described in this chapter.

## Receiving an Event Call

When you receive an event call from the system, the first thing you must do is speak into the telephone handset in order to acknowledge the system that you have received the call, and to trigger the Event announcement message.

Simply picking up the phone and saying "**Hello**", or in fact anything, is enough to do this.



### NOTES:

If no voice is detected the event message will start playing 5 seconds after phone pick up.

Interference noise on the telephone line might be recognized by the voice module as a phone pick up and by that start playing the event message before the phone has been picked up by you. Press # to begin playback of the event message from the beginning.

## Event Announcement

After you say "Hello", the Event announcement message is made, as described on page 8.



### TIPS:

To repeat the Event announcement message, press #.

To omit the Event announcement message and go directly to the **Acknowledge** menu, press \*.

## Acknowledge Menu

After the Event announcement message, the following list of options is announced:

<u>Option</u>	<u>Page</u>
<i>To acknowledge, press 1.</i>	51
<i>To acknowledge and stop all dialing, press 2.</i>	52
<i>To access the Operations menu, press 3.</i>	53
<i>To Listen and Talk, press 6.</i>	44
<i>To repeat the event message, press hash.</i>	

For a detailed description of how to carry out your required operation, turn to its corresponding page number in the list above.

The **Access the Operations Menu** and **Listen and Talk** options are only announced if your FM number has permission to access these options.

## Acknowledging an Event 1

Acknowledging an Event means that you have received a message from the security alarm system about a relevant event in the system and want to confirm this.

After you acknowledge an event, the system calls the next FM number. If you do not acknowledge the event, the system continues to call you a predefined number of times.

➤ **To acknowledge an event:**

1. From the **Acknowledge** menu, press . The following message is announced:

**Goodbye.**

2. Hang up. The system calls to the next FM number.

## **Acknowledging and Stopping All Dialing**

This option acknowledges the event and prevents the system from calling to the next FM numbers to report the event.

➤ **To acknowledge and stop all dialing:**

1. From the **Acknowledge** menu, press . The following message is announced:

**Please enter your user code, followed by hash.**

2. Enter your user code followed by . The system stops all dialing, and the following message is announced:

**Goodbye.**

3. Hang up.



**NOTE:**

See the note on page 53 regarding the outcome of entering an invalid user code.

## Accessing the Operations Menu

3 CODE #

The **Operations** menu lists the available options for remotely operating your system. These options are described in detail starting on page 29.



**NOTE:**

This option is only listed in the **Acknowledge** menu (page 51) if your FM number is defined as having access to it.



**To access the Operations menu:**

1. From the **Acknowledge** menu, press . The following message is announced:

*Please enter your user code, followed by hash.*

2. Enter your user code, followed by . The list of options in the **Operations** menu is announced, as described on page 29.



**NOTE:**

If an invalid user code is entered, the following message is announced:

*Wrong code.*

If an invalid code is entered 3 consecutive times, the system hangs up and is locked to receiving a call for 15 minutes. During this time, no calls are initiated to this FM phone.

If a valid user code is not entered within 10 seconds, the system hangs up.

## Chapter 5: On Premises Operation of the MBU

The Message Box Unit enables you to play and record a message on the premises. The Message is up to 10 seconds long. When you record a new message, the last message is deleted.

➤ **To play a message:**

Press the Play [▶] button. The recorded message will begin playing automatically

➤ **To record a message:**

1. Press the [●] button continuously for 2 seconds. The LED will start a slow flash.
2. Talk into the MBU from a distance of 3 cm. If you finish your message before the time limit, press the [●] key again.



**NOTE:**

It is recommended to record the messages from the MBU mounted next to the keypad

When recording any of the zones, partition, PO or common messages you do not need to press the [●] button to start and stop the recording. The control of the message recording is performed from the keypad.

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No employee or representative of Seller is authorized to change this warranty in any way or grant any other warranty.

WARNING: This product should be tested at least once a week.

## Contacting RISCO Group

RISCO Group is committed to customer service and product support. You can contact us through our website ([www.riscogroup.com](http://www.riscogroup.com), [www.riscogroup.co.uk](http://www.riscogroup.co.uk)) or at the following telephone and fax numbers:

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