



Emergency Telephone (EN 81-28 compliant)



- ETS8128CM - ETS8128MR + ETS8128CS



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> Installation manual Vers. 1.2 - English

NOTE: Leave this document close to the emergency telephone after installation















4. Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
Impossible to hear the operator voice from the interphone (CITCOC)	Wrong connections	Check connections
	Volume is set at minimum	Use the trimmer on ETS8128MR device to raise the volume

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1. - Product description

AMIGO is a programmable phone dialler for lifts complying with EN 81-28 norm requirements. It is available in the following versions:

- Car Master device (code ETS8128CM) see § 2.1 and 2.2
- Machine room Master device (code ETS8128MR + ETS8128CS) see § 2.3

1.1 - Technical features

- Power supply: 12Vdc +/- 15%
- Absorption in stand-by: 38mA+/- 15%
- Absorption during the call cycle: 150mA
- Optional: Feeder/battery charger (code ETS8128CH)
- Dimensions : 90x150x20 mm Weight : 160 gr.

1.2 - Main functions

- Store capacity up to 6 phone numbers for emergency calls
- 1 phone number dedicated to service calls
- Recordable "Site identification" message
- Possibility of storing two customized messages associated to "Low battery charge" and "Regular operation" inputs
- Programmation unit with LCD screen and keyboard (16 keys)
- Dialler status visible on LCD display
- Two-way communication time programmable by the user
- "Low battery charge" outbound call
- Management of incoming system check calls
- Manual dialing feature to check phone line availability
- Interphone system between lift car and machine room (only with "Machine room" version)
- Local or remote alarm reset management
- Alarm filters management in case of working system or open doors with cage at floor
- Local or remote management of "wait for call status"

1.3 - Available signals

• "Alarm sent" - "Alarm registered" signal management





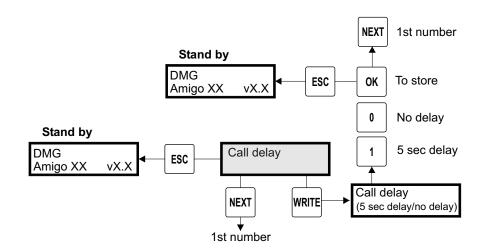


3.14 - Call delay

When set on "No delay", the autodialler starts the alarm cycle immediately upon activation of the alarm pushbutton positioned on one of the alarm devices.

When set on "5 sec delay", the autodialler starts the alarm cycle only after 5 seconds of continuous activation of the alarm pushbutton positioned on one of the alarm devices (to avoid accidental calls).

To set "Call delay", press **WRITE** to access programming mode, then press "1" to set "5 sec delay" or "0" to set "No delay". Press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).



If no key is entered within 30 seconds, the autodialler will automatically get back to stand-by.

1.4 - Basic alarm cycle setting for calls towards standard phone numbers (Without DTMFcommunication protocol)

- 1) Enter in programming mode (see § 3.4)
- 2) Record the phone numbers to be called in case of emergency (see § 3.5)
- 3) Record the "Service Call" phone number where LOW BATTERY CHARGE and REGULAR OPERATION service calls must be forwarded (see § 3.6)
- 4) Select the desired number of alarm cycles (see § 3.7)
- 5) Select the type of "Incoming calls" (see § 3.8)
- 6) Select tones or pulses mode (see § 3.8)
- 7) Select conversation time (see § 3.10)
- 8) Make sure that the message forward option is enabled (see § 3.11)
- 9) Record the SITE IDENTIFICATION message (see § 3.11)
- 10) Record the REGULAR OPERATION message (see § 3.11)
- 11) If the installation is provided with optional battery charger ETS8128CH (see § 2.6.2) record the LOW BATTERY CHARGE message (see § 3.11)
- 12) Make sure that the "No protocol" option is enabled (see § 3.13)
- 13) Select the type of "Call delay" (see § 3.14)

Notes:

- If you do not want to enable the SITE IDENTIFICATION message, deselect the message forward option (see § 3.11) and disregard § 8-9
- The first phone number must be always recorded, otherwise the alarm cycle will not be triggered





1.5 - Alarm cycle description for calls towards standard phone numbers (Without DTMFcommunication protocol)

The alarm cycle is common to all versions of the AMIGO telephone

In case of emergency, if a passenger in the lift car (or other person trapped in the lift installation) pushes the alarm button of one of the alarm devices, the Emergency Telephone triggers the alarm cycle and follows this sequence:

- 1) The Emergency Telephone connects to the phone line and dials the first stored number.
- 2) The "alarm sent" yellow LED switches on and after 6 seconds the "site identification" message is played three times (if recorded and if the Messages option is activated; see § 3.11).
- 3) If the Emergency Telephone does not receive any answer for 60 seconds, it calls the second stored number. In case of no answer, the next programmed number is called and so on. If all programmed numbers are called without reply for the programmed number of times (see § 3.7), the line is disconnected, the "*alarm sent*" LED stays on and the Emergency Telephone returns to the stand-by mode, ready to start a new alarm cycle.
- 4) After having taken the emergency call and listened to the "Site identification" message, the external operator (Call Center or other rescue service) can establish the two-way conversation by pressing the "0" key. If the operator hangs down the line or does not press the "0" key, the Telephone dials the next number.
- 5) When conversation time expires (this parameter can be set by the customer, see § 3.10) the Emergency Telephone sends 5 tones to the operator. If the operator presses the "*" key, conversation time is extended; if the operator presses the "#" key the telephone disconnects the telephone line, the yellow "*alarm sent* " LED switches off and the green "*alarm received*" LED switches on. The message "*Wait for call*" will appear on the display.
- 6) When the Emergency Telephone is in "Wait for call" status (duration can be set by the client, see §3.8), the external operator can connect to the site by dialing its phone number. When the communication is established, the Telephone sends 5 tones; the same tones are passed to signal that conversation time is about to end (conversation time can be extended by pressing the "* " key). When the conversation is over, the Emergency Telephone returns to "Wait for call".
- 7) The "alarm received" LED can be switched off:
 - by pressing the "alarm off" button wired to the ALARM OFF input of the terminal board of the autodialler (if the "alarm off" input is bridged the signal switches off automatically at the end of the alarm cycle);
 - when a new alarm cycle is triggered;
 - by pressing the "*" key on the autodialler during the "Wait for call" status or during Stand-by;
 - by pressing the "8" from a remote phone receiver (see § 1.8).
- 8) The autodialler exits from "Wait for call" status and gets back to Stand-by:
 - after 3 minutes if "Incoming calls" is set on "OFF";
 - by pressing the "*" key on the autodialler;
 - by pressing the "8" from a remote phone receiver (see § 1.8).

Notes:

- The alarm cycle is executed regardless from the availability of phone line. This is because different line signals in some countries may prevent the alarm message to be sent.
- In the Quadriphony configuration (see §2.3), "alarm sent" and "alarm received" lights are placed in the Car Slave Device ETS8128CS.

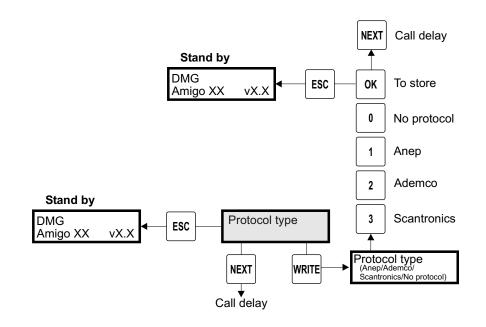
3.13 - Type of communication protocol

AMIGO Emergency Telephone can also dialogue with external service centers (Protocols currently implemented: ANEP, ADEMCO, SCANTRONICS). In such cases, site identification and/or status of installation data are automatically exchanged between the autodialler and the service center, therefore there is no need to voice record the service messages (Site identification, Low battery and Regular operation).

To set the "Protocol type" press **WRITE** to enter the programming mode and press:

- "0" to set "No protocol"
- "1" to set "ANEP" protocol
- "2" to set "ADEMCO" protocol
- "3" to set "SCANTRONICS" protocol

then press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).





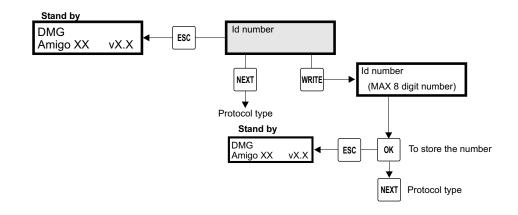


3.12 - Site identification

When "Protocol Type" is set on either "ANEP" or "Ademco" or "Scantronics" (see § 3.13), the autodialler does not send voice service messages but dialogues with service centers exclusively through DTMF tones.

In such case, an ID Number must be entered into the autodialler. The ID number will be sent to the service center and will allow the unique identification of the installation which generated the emergency call.

To set the "ID Number", press **WRITE** to access programming mode, then enter the site identification number (max 8 digits). Press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).



If no key is entered within 30 seconds, the autodialler will automatically get back to stand-by.

1.6 - Basic alarm cycle setting for calls towards service center

- 1) Enter in programming mode (see § 3.4)
- 2) Set the "1st number" with the phone number of the service center to be called in case of emergency (see § 3.5)
- 3) Set the "Service Calll no." with the phone number of the service center to be called in case of emergency (see § 3.6)
- 4) Select the desired number of alarm cycles (see § 3.7)
- 5) Select the type of "Incoming calls" (see § 3.8)
- 6) Select tone mode (see § 3.9)
- 7) Select conversation time (see § 3.10)
- 8) Set the ID number provided by the selected service center (see $\S3.12$)
- 9) Select the type of protocol to be used to communicate with the service center (see § 3.13)
- 10) Select the type of "Call delay" (see § 3.14)





1.7 - Alarm cycle description for calls towards service center

The alarm cycle is common to all versions of the AMIGO telephone

In case of emergency, if a passenger in the lift car (or other person trapped in the lift installation) pushes the alarm button of one of the alarm devices, the Emergency Telephone triggers the alarm cycle and follows this sequence:

- 1) The Emergency Telephone connects to the phone line and dials the first stored number.
- 2) The "alarm sent" yellow LED switches on.
- 3) If the Emergency Telephone does not receive any answer for 60 seconds, it recalls the same stored number. In case of no answer for the programmed number of times (see § 3.7), the line is disconnected, the "alarm sent" LED stays on and the Emergency Telephone returns to the standby mode, ready to start a new alarm cycle.
- 4) After having taken the emergency call and received the *"ID number"*, the external operator of the service center can establish the two-way conversation.
- 5) When conversation time expires (this parameter can be set by the customer, see § 3.10) the Emergency Telephone sends 5 tones to the operator. If the operator presses the "*" key, conversation time is extended; if the operator presses the "#" key the telephone disconnects the telephone line, the yellow "alarm sent " LED switches off and the green "alarm received" LED switches on. The message "Wait for call" will appear on the display.
- 6) When the Emergency Telephone is in "Wait for call" status (duration can be set by the client, see §3.8), the external operator can connect to the site by dialing its phone number. When the communication is established, the Telephone sends 5 tones; the same tones are passed to signal that conversation time is about to end (conversation time can be extended by pressing the "* " key). When the conversation is over, the Emergency Telephone returns to "Wait for call".
- 7) The "alarm received" LED can be switched off:
 - by pressing the "alarm off" button wired to the ALARM OFF input of the terminal board of the autodialler (if the "alarm off" input is bridged the signal switches off automatically at the end of the alarm cycle);
 - when a new alarm cycle is triggered;
 - by pressing the "*" key on the autodialler during the "Wait for call" status or during Stand-by;
 - by pressing the "8" from a remote phone receiver (see § 1.8).
- 8) The autodialler exits from "Wait for call" status and gets back to Stand-by:
- after 3 minutes if "Incoming calls" is set on "OFF";
- by pressing the "*" key on the autodialler:
- by pressing the "8" from a remote phone receiver (see § 1.8).

Notes:

- The alarm cycle is executed regardless from the availability of phone line. This is because different line signals in some countries may prevent the alarm message to be sent.
- In the Quadriphony configuration (see §2.3), "alarm sent" and "alarm received" lights are placed in the Car Slave Device ETS8128CS.

To record the "Site Identification" message, press "1". A confirmation message ("Are you sure?") will pop up: press "1" to start recording ("0" to stop recording), speaking close to the microphone for 20 seconds max.

To record the "Low battery charge" message, press "3" and follow the same procedure.

To record the "Regular operation" message, press "5" and follow the same procedure.

To set "Messages", press **WRITE** to access programming mode, then press "1" to set on "ON" or "0" to set on "OFF". Press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).

Notes: all messages are sent through if the "Protocol type" option is set on "No Protocol" (see § 3.13). It is suggested to record a brief site identification message before both "Low battery charge" and "Regular operation" messages to help the receiver in spotting the installation.





3.11 - Voice messages

The autodialler manages up to three recordable voice messages (20 seconds each):

- Site Identification (msg id tel)
- Low battery charge (msg batt.ko)
- Regular operation (msg tel ok)

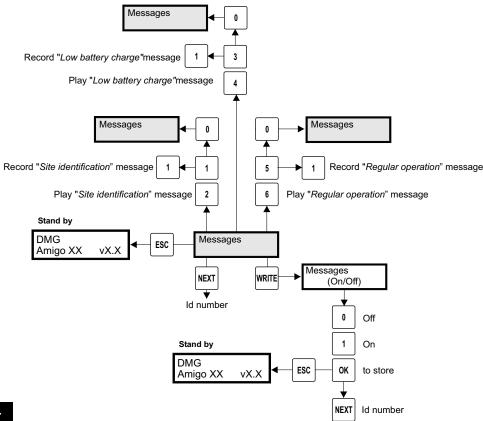
The "Site Identification" message is sent to phone numbers stored in the memory and is passed three times at the beginning of the emergency call. To stop message reproduction and start two-way communication, the external operator must dial "0".

The "Low battery charge" message is sent to the "Service call no" phone number if the relevant input is activated (see § 2.6.2).

The "Regular operation" message is sent to the "Service call no" phone number when the above input (Low battery) is deactivated (see § 2.6.2) and every 72 hours if the "Periodic test" input is activated (see § 2.6.1).

If "Messages" is set on "ON" all three messages are sent through.

If "Messages" is set on "OFF" the "Site Identification" message is not sent through.



1.8 - External calls

AMIGO Emergency Telephone accepts calls from external phone device both during Stand-by and "Wait for call" modes.

If the autodialler is in the Stand-by mode and receives a call from the outside, it sends out 5 tones to signal its functioning. The external operator can switch off the "alarm received" indicator (if activated) by pressing the key "8".

If the autodialler is in the "Wait for call" mode and receives a call from the outside, it sends out 5 tones to and starts the two-way conversation with the external operator.

When conversation time expires the Emergency Telephone sends 5 tones to the operator. If the operator presses the "*" key, conversation time is extended; if the operator presses the "#" key the telephone disconnects the telephone line, switches off the "alarm received" indicator (if activated) and gets back to "*Wait for call*" status.

1.9 - Operation with GSM network

AMIGO Emergency Telephone can use the GSM network instead of fixed line to communicate. This is made possible by connecting the car device ETS8128CM or the machine room device ETS8128MR to optional module ETSGSM.

The behavior of the AMIGO with the GSM module is identical to the fixed line case. Please refer to GSM module manual for details on installation.



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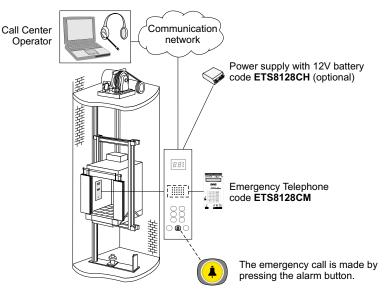




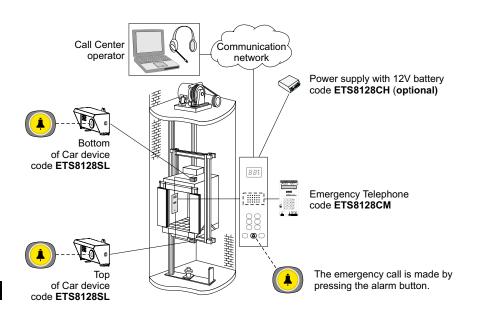
2. - Installation guide

For first installation of the Dialler, follow the instructions below:

2.1 - "SINGLE DEVICE" configuration



2.2 - "3-DEVICE" configuration (EN 81-28 norm)

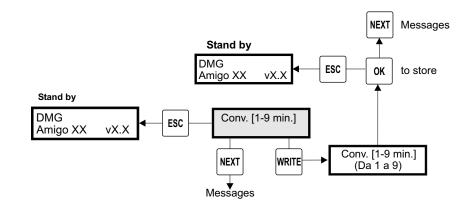


3.10 - Conversation time

Using this menu, users can set maximum duration of a conversation. When the conversation time has expired (between 1 and 9 minutes) the dialler sends a 3-tone signal.

- Then the Emergency Telephone may:
- · Close the conversation if no other command is given
- Extend conversation time if the "*" command is given from external operator
 Switch to "Wait for call" status if the "# " command is given from external operator

To set "Conversation time", press **WRITE** to access programming mode, then enter the minutes of conversation (1 to 9). Press OK to store the setting (If OK is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).



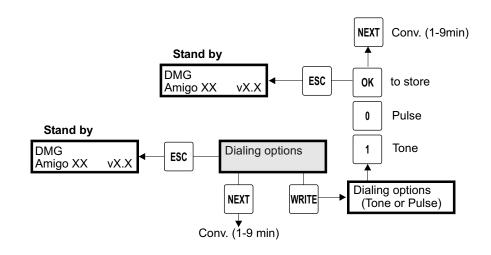




3.9 - Dialing options

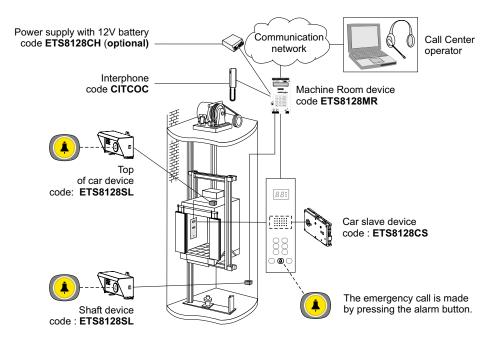
This menu allows the user to select the dialing mode for the autodialer (DTMF tones/pulses). The choice depends on the switchboard system that supplies the line connected to the controller. Today, switchboard systems are all digital, except for a few rare cases, therefore this menu is set on "Tone" directly by the producer.

To set "Dialing options", press **WRITE** to access programming mode, then press "1" to set "Tone" or "0" to set "Pulse". Press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).



If no key is entered within 30 seconds, the autodialler will automatically get back to stand-by.

2.3 - "4-DEVICE" configuration (EN 81-28 norm)



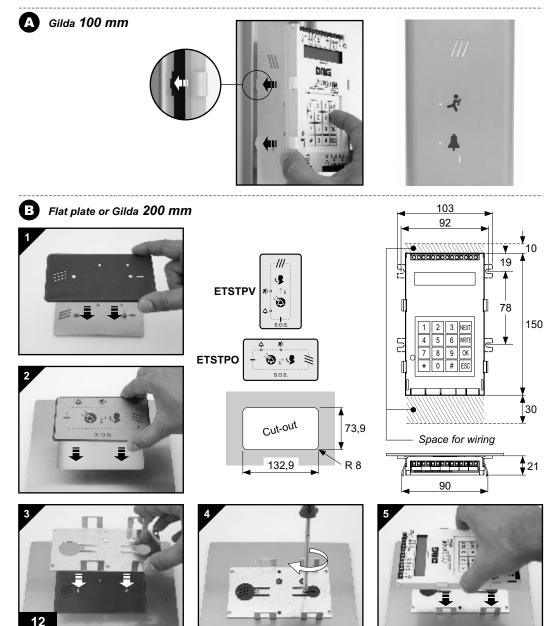
The emergency call is forwarded upon activation of the alarm button.





2.4 - Installation instructions

The Emergency Telehone ETS8128CM and the slave device ETS8128CS can be inserted in the following plates:



3.8 - Incoming calls

Questo menu permette di selezionare il comportamento del combinatore telefonico nel caso di chiamate dall'esterno durante lo statodi "Wait for call" (vedi § 1.8).

If "Incoming calls" is set on "OFF" the autodialler remains in the "Wait for call" status for three minutes, then gets back to Stand-by.

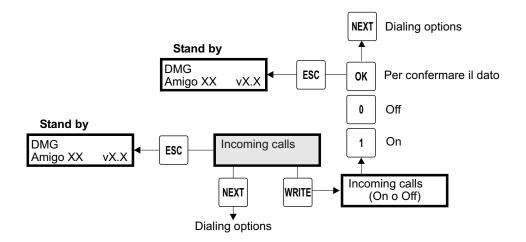
If "Incoming calls" is set on "ON" the autodialler remains in the "Wait for call" status indefinitely. From "Wait for call" status it is possible to get back to Stand by ("Incoming calls" set on either "ON" or "OFF"):

- by pressing "*" on the autodialler

- by pressing "8" on the remote phone device (see § 1.8)

From "Wait for call" status a new alarm cycle can be triggered.

To set "Incoming calls", press **WRITE** to access programming mode, then press "1" to set "ON" or "0" to set "OFF". Press **OK** to store the setting (If **OK** is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).







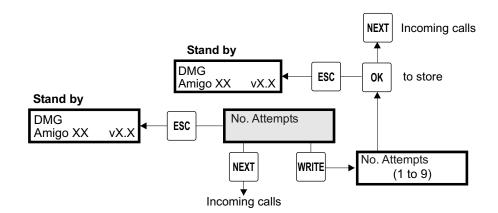


3.7 - Number of attempts

This menu allows the user to set how many times the saved telephone numbers need to be called before the autodialler returns to the stand-by mode.

Press the WRITE key to enter in programming mode, type in the desired number of attempts and then press OK to store the setting (If OK is not pressed within 30 seconds, the setting is cancelled and the system goes back to Stand by).

During the alarm cycle, if the operator presses the "#" key at the end of the two-way communication, the alarm cycle is interrupted.

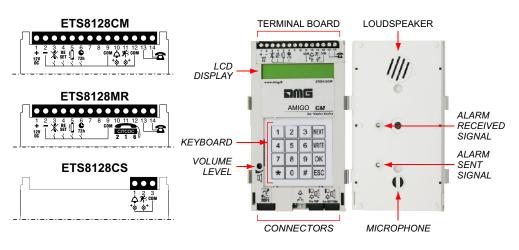


If no key is entered within 30 seconds, the autodialler will automatically get back to stand-by.

2.5 - Basic connections

To activate the Emergency Telephone follow these instructions:

- 1. Do the connctions below:
 - Connect the Emergency Telephone to the slave devices (if present)
 - Connect the 12V DC power source to terminals 1(+) and 2(-)
 - Connect the TELEPHONE LINE to terminals 13 and 14
 - Connect the ALARM PUSHBUTTON to its input
 - Connect the potential free contact to the ALARM OFF input (if applicable)
 - Connect the DMG Multiplepurpose position indicator (if applicable)
- 2. Connect the power supply
- 3. Verify that the "DMG" text appears on the screen, followed by the software release number (e.g. "v.2.0")
- 4. Check the phone line availability. See § 3.5 or § 3.6.



Terminal description (ETS8128CM/ETS8128MR)

- 1/2 Power supply 12V DC (1 positive / 2 negative)
- ALARM FILTER input (if closed the telephone is disabled) 3
- 4 ALARM OFF input (if closed all signals are reset)
- 5 LOW BATTERY CHARGE input (see §2.6.2) 6
- REGULAR OPERATION input (see §2.6.1) Not used
- 7/8 9
- Common for inputs
- For ETS8128CM device: Alarm sent signal output (+12V 20mA) 10 For ETS8128MR device: Interphone speaker
- 11 For ETS8128CM device: Alarm received signal output (+12V 20mA) For ETS8128MR device: Interphone microphone
- 12 For ETS8128CM device: Common for signals (-) For ETS8128MR device: Common for interphone (-)
- 13/14 **Telephone line**

Terminal description (ETS8128CS)

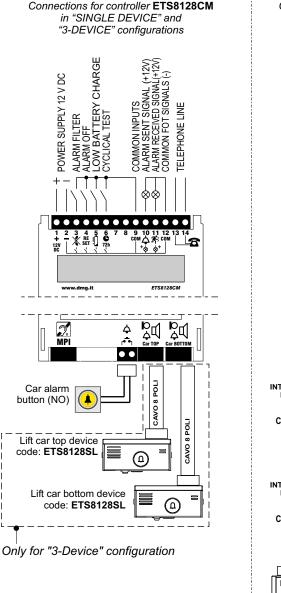
- Alarm sent signal output (+12V 20mA) 1
- Alarm received signal output (+12V 20mA) 2 3
 - Common for signals (-)



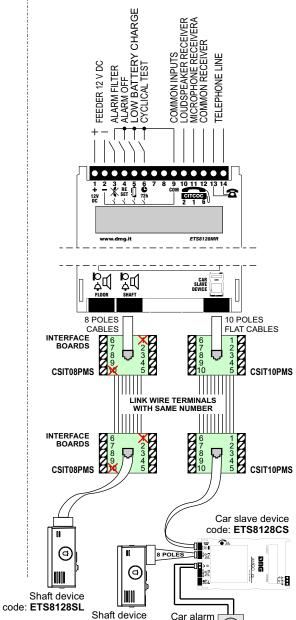








Connections for controller ETS8128MR with "4-DEVICE" configuration



code: ETS8128SL

button (NO)

3.6 - Service call number

Voice messages (in case of service calls towards standard phone numbers) or data (in case of calls towards service centers working with selected protocols, see § 3.13) relevant to service messages "Regular operation" and "Low battery charge" are sent exclusively to the phone number stored into "Service call no".

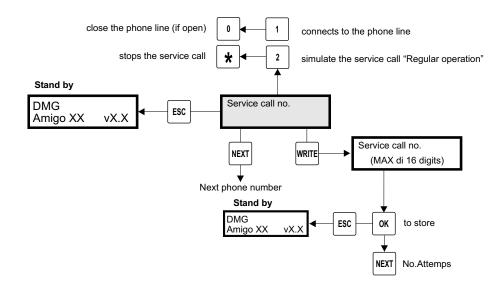
To enter/modify a phone number, scroll the menu with the **NEXT** key until the desired position is reached (slots from "1st number" to "6th number"), press the **WRITE** key, type in the phone number and then press **OK** to save it (If **OK** is not pressed within 30 seconds, the new number is cancelled and the system goes back to Stand by).

The phone number contained in the chosen slot is shown on the bottom left side of the display. Press **WRITE** to modify it (if no number is present, the display shows "none").

When the "Service call no." phone number is present, it is possible to:

- manually connect to the phone line to check its availability. Press "1" to connect to the line and "0" to disconnect;

- simulate the "Regular operation" service call. Press "2" to forward the call and "*" to close it.









3.4 - Stand by

Stand by menu appears on system startup and upon exit from programming mode. It shows the software release stored in the Emergency Telephone.

Press **NEXT-WRITE-OK-ESC** keys and press **"1234"** and then "**OK**" to enter programming mode.



3.5 - Numbers from 1 to 6

This menu enables users to store the phone numbers to be called during the alarm cycle (up to 6 numbers can be stored).

To enter/modify a phone number, scroll the menu with the **NEXT** key until the desired position is reached (slots from "1st number" to "6th number"), press the WRITE key, type in the phone number and then press OK to save it (If OK is not pressed within 30 seconds, the new number is cancelled and the system goes back to Stand by).

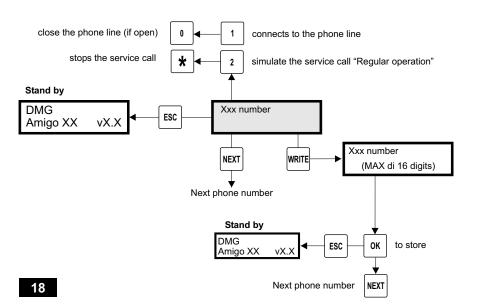
The phone number contained in the chosen slot is shown on the bottom left side of the display. Press WRITE to modify it (if no number is present, the display shows "none").

The "1st number" must always be present, otherwise the alarm cycle cannot start (if no "1st number" is entered, "no tel num" will be showed in the top right side of the Stand by screen).

From each slot it is possible to:

- manually connect to the phone line to check its availability. Press "1" to connect to the line and "0" to disconnect;

- simulate the "Regular operation" service call. Press "2" to forward the call and "*" to close it.



Connection symbols	4 m	Lift car alarm button
	2. Mpi	DMG multiplepurpose position indicator/inductive ring
	₽¢	Slave Shaft = Shaft • Floor = Main Floor Devices : Car TOP = Top of car • Car BOTTOM = Car bottom
		Machine Room = Machine Room autodialler Car slave device = Car slave device

2.6 - Advanced connections (EN 81-28 norm)

Signals related to the events "car in unlocking position with cabin and landing door open" and "car running" when available from controller (or from any other device in the installation) can be used to filter undue alarms (§ 4.2.1 in EN 81-28 norm). For this purpose, connect the potential-free contact to the ALARM FILTER input of the Emergency Telephone.

Full compliance to EN81-28 norm shall be achieved by connecting AMIGO Telephone to an external Rescue Service (Call Center or the like) which shall manage and record the following operating tests of the Alarm System:

2.6.1 - Cyclical operating test (§ 4.2.1 in EN 81-28 norm)

The Alarm System shall simulate an alarm event and establish a communication with the Rescue Service at least every 72 hours (3 days). AMIGO Emergency Telephone allows this feature through input N.6 (CYCLICAL TEST). If this input is closed (bridged), an automatic service call with the message ("Regular Operation") is passed every 72 hours.

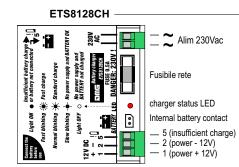
2.6.2 - Emergency power supply test (§ 4.1.3 in EN 81-28 norm)

No alarm shall be lost even in case of power failure. If the Alarm System has a rechargeable battery, an alert message shall be sent when capacity is lower than what needed to provide 1 hour of normal operation to the system in case of power failure.

To comply with this requirement, the external Battery Charger ETS8128CH (optional) must be added to AMIGO Emergency Telephone. Output n.5 of the charger must be connected to input n.5 (LOW BATTERY CHARGE) of the Emergency Telephone.

When the contact is activated, AMIGO Emergency Telephone sends a service call with the "Low battery charge" message. When the contact reopens, a service call with the "Regular operation" message is sent.

NOTA: Battery Charger ETS8128CH checks battery status every 24 hours only with power supply. In case of black out the low battery output is not activated to avoid the risk that service calls further affect the battery charge.



Power supply Output Battery Autonomy "Insufficient charge" ouptut Battery test Power connections Output connections Power input protection 12v output protection

230Vac 12Vdc 300mA isolated through transformer 12V 250mAh NiMh stand-by 15H / conversation 2H open collector max 20mA every 24 hours screw terminals 2P 5mm screw terminals 3P 5mm 0,5 A 5x20mm fuse 1A fuse self repairing

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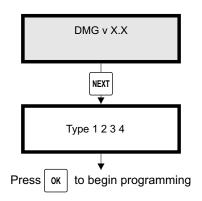
3. - Programming

3.1 - Function keys

Simbol	Function	Description	
NEXT	Next	Menu navigation and start programming	
WRITE	Modify	Enters menu to modify data and starts programming	
ок	Validate	Validates changes and starts programming	
ESC	Exit	Exits current menu, returns to main menu and starts programming	
0	Disable	When indicated in the menu, disables the relevant option	
1	Enable	When indicated in the menu, enables the relevant option	
2	Enable	Simulates "Regular Operation" service call in the Xxx number menu	
1	Record	Enables recording and playback of the "Site identification" message ("Voice messages" menu)	
2	Listen		
3	Record	Enables recording and playback of the "Low battery charge" message	
4	Listen	("Voice messages" menu)	
5	Record	Enables recording and playback of the "Regular operation" message	
6	Listen	("Voice messages" menu)	

3.2 - Navigation

- NEXT, WRITE, OK, ESC keys enable access to Security code menu. Once the code has been entered all menus can be navigated cyclically.
- The default security code is: 1234
- <u>Note</u>: The security code is not a password and its only purpose is to avoid accidental access to the system.



ANIGO *Emergency telephone*



3.3 - Menu map

