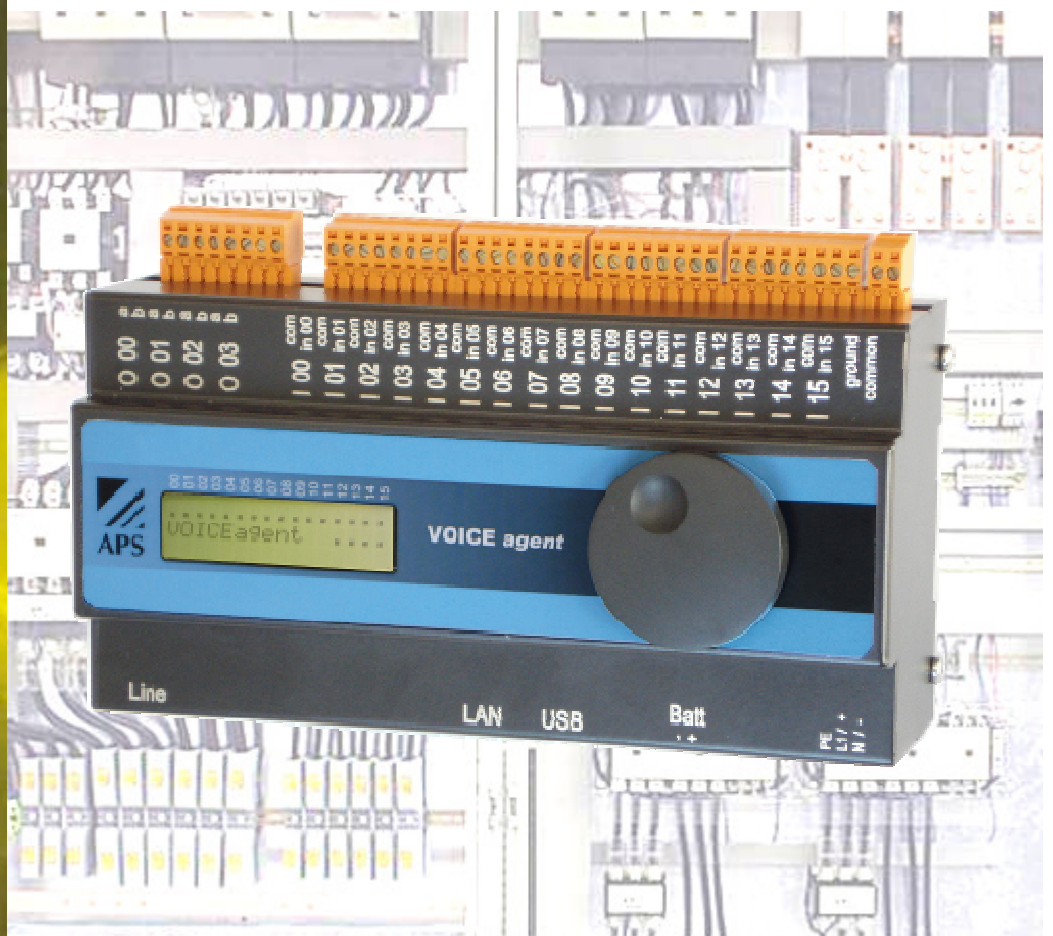


# APS Remote Alarm VOICE agent

## Handbook



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## 1. Introduction

This handbook describes the assembly, functions, installation, configuration, handling, operation and maintenance of the remote alarm module *VOICE agent*.

The handbook has the following structure:

- **Introduction**  
Description of the handbook and a short description of the remote alarm module *VOICE agent*.
  
- **Safety instructions**  
List of all safety-related aspects relating to the *VOICE agent* as well as instructions regarding its specified use.
  
- **Technical data**  
List of technical data.
  
- **VOICE *agent***  
Detailed documentation.
  
- **Installation**  
Instructions for the installation and wiring of the device.
  
- **Commissioning**  
Detailed instructions for commissioning the *VOICE agent*.
  
- **Registration**  
How to register via a laptop or the network.

- **Password**  
Instructions to activate and delete passwords.
  
- **Configuration**  
This chapter describes the necessary steps for successful configuration and remote maintenance.
  
- **Operation**  
Description of the operating conditions and instructions for regular operation.
  
- **Appendix**  
Contains a description of device services and troubleshooting.

Safety-relevant information is depicted as follows:

**Danger!**

Refers to sources of hazard for person and objects.  
Follow all instructions.



**Attention!**

Information which should be observed implicitly to ensure the correct functioning of the device.



**Note!**

Useful recommendations and additional information.



## 2. Safety instructions

Please observe the following safety information referring to the installation, configuration and operation of the remote alarm module *VOICE agent*.

➤ **Application**

The remote alarm module reports faults requiring technical repair of the fault cause. It is not suitable for fault messages which require danger prevention measures.

➤ **Cleaning**

Do not use any fluid cleaners or corrosive agents. Only use a damp cloth.

➤ **Installation**

All installation work is to be carried out exclusively by qualified personnel. Follow the instructions contained in this handbook and observe the hazard warnings. Observe customary regulations for the secure and safe handling of electrical devices.

➤ **Signal voltage**

The *VOICE agent* is equipped with its' own 15VDC signal voltage which can be used for the alarm contacts. An external signal voltage of max. 24VDC can be connected to the device.

➤ **Operating voltage**

Voltage supply is effected via 230VAC. The *VOICE agent* is not fitted with a master switch. The device is live as soon as the voltage supply is switched on. A switch should be installed in the building wiring installation as a separator. The switch must be marked accordingly, positioned in close proximity to the device and easily accessible for the operator.

## ➤ Wiring

The wiring of the supply, the analogue telephone line, the battery and the various inputs and outputs should be effected via the connector terminals included in the scope of delivery.

## ➤ Configuration

Test the installed and configured *VOICE agent* carefully before putting it into regular operation.

## ➤ Operation

Regular operation of *VOICE agent* should be carried out exclusively by instructed and trained personnel.

## 3. Technical data

Inputs	16, of which up to 8 are analogue
Digital inputs	24VDC NO or NC
Analogue inputs	0-10V or 0-20mA with shunt
Outputs	4 relays max. 6A 230 VAC AC1
Supply voltage	230VAC (100–240VAC/47-63Hz)
Power consumption	Max. 10W
Internal signal voltage	15VDC internally generated
External signal voltage	24VDC max.
Local loop	Analogue a/b
Network LAN	Static IP address or DHCP
Battery charge control	Integrand for 12 V battery up to 3 Ah
Protection rating	IP20
Weight	650g
Housing	Metal powder coated
Temperature range	0 - +40°C
Mounting position	User-defined
Connections	Screw/plug-in terminals 1.5mm <sup>2</sup>
Display	3 line LCD, illuminated
Users	30
On-call groups	8
Time slots	8
Voice files	Popular file formats, e.g. wav, raw
Number of voice files	32

## 4. VOICE *agent*

- The VOICE *agent* is a compact device for sending voice messages via the analogue telephone network. The module is fitted with a total of 16 inputs and 4 relay outputs. For 8 of the inputs it is possible to select an analogue or digital operation mode. The current operating state and any alarms are shown in the display. Alarms can also be sent as an e-mail or text message.

### Areas:

- Thermal and cooling plants
- Air conditioning plant
- Machines
- Compressors
- Building automation
- Lighting
- Lifts and escalators
- Door monitoring
- Temperature monitoring
- Humidity monitoring

### Features:

- Sending voice messages
- Sending text messages
- Sending an e-mail
- Display operating conditions
- Total of 16 inputs
- Up to 8 analogue inputs
- 4 system outputs
- Operating voltage 230VAC
- Log memory
- Battery charge control

- **Messaging procedure**

Malfunction messages are processed in conformity with the DIN norm 19235 'Signalling of operating conditions.' The user is informed of current messages via a LCD small text display or via the integrated analogue modem.

- **Messaging operation**

As a reaction to a message, the message output comprises of the acoustic and visual display of a message, its relay and logging. The user is requested to acknowledge his awareness of the message display in accordance with the messaging procedure.

## ➤ **Configuration**

A number of settings can be made to the device in order to adapt the messaging procedure to user requirements. Programming is carried out entirely in a browser. It is not necessary to purchase or otherwise acquire any software or updates. Configuration is displayed clearly and is performed in a menu-driven manner. A total of 8 on-call groups with a total of 30 users are available. 8 timer channels are available for the time scheduling of the 8 on-call groups.

## ➤ **Manual configuration**

The control wheel can be used to undertake simple corrections such as changing a user telephone number. You will need to enter an access code.

## ➤ **Safety**

The integrated charge control enables the connection of a battery. This guarantees continued availability of every function, even in a power failure. The network and battery voltage is monitored. Deviations can be notified as messages. The local loop can also be controlled in order to activate the integrated alarm horn or one of the outputs in case of failure.

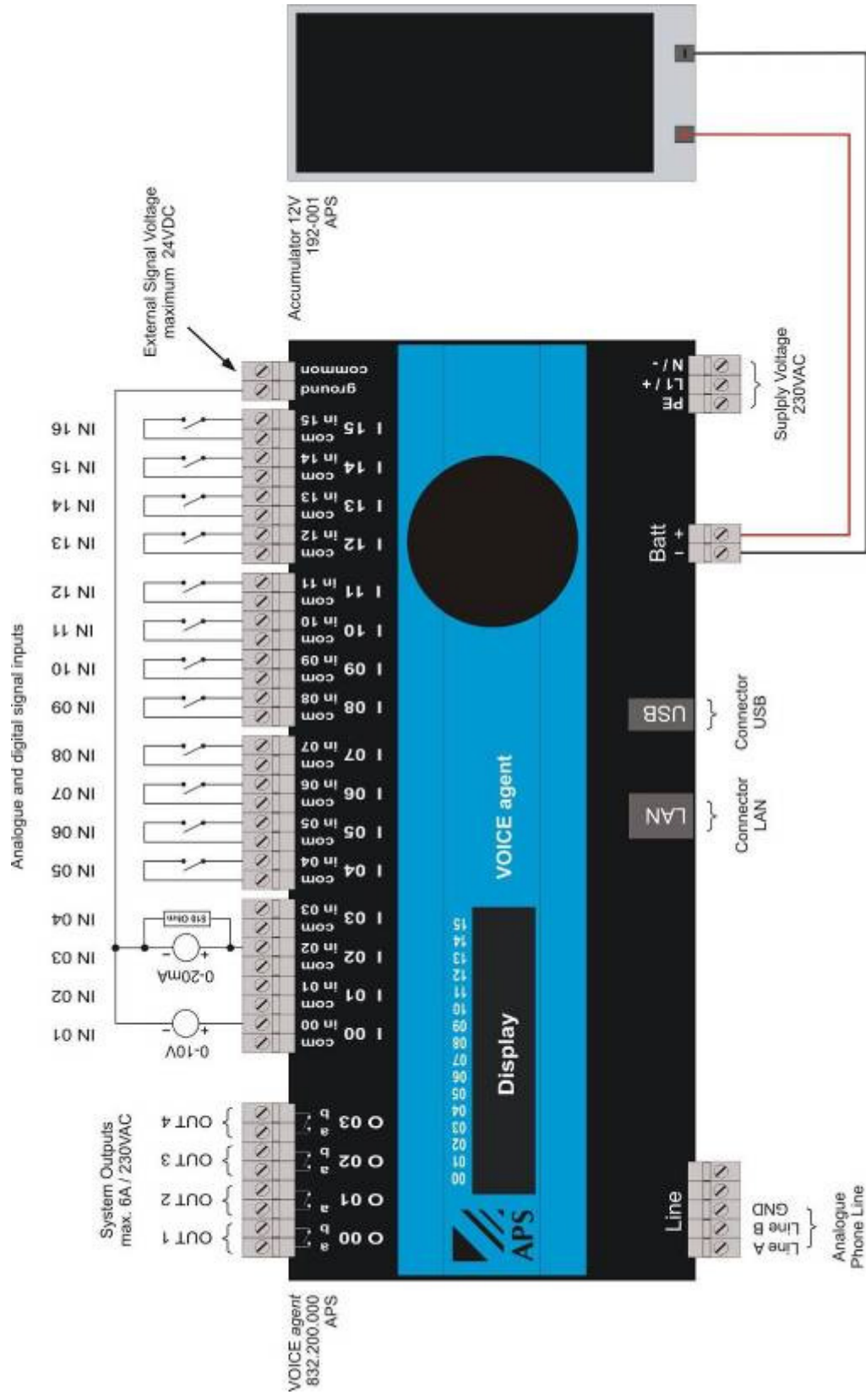
## ➤ **Logging**

All operations are saved in a log memory. It is thus possible to check for example, when an alarm was issued and which user cleared it.

## ➤ **Maintenance**

The VOICE *agent* can be programmed and maintained both via the network and telephone network.

## Wiring diagram

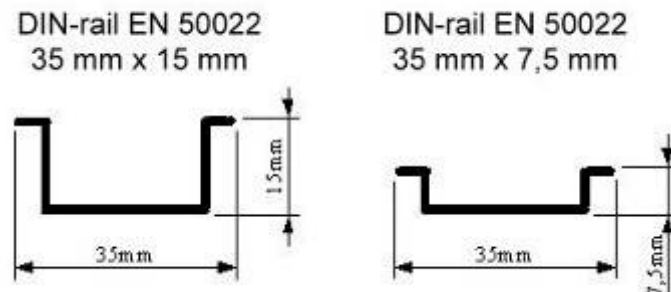


## 5. Installation

Install the VOICE *agent* in accordance with these instructions.

### 5.1 Assembly

The VOICE *agent* is a compact device for track assembly according to DIN and should therefore be assembled in a horizontal position.



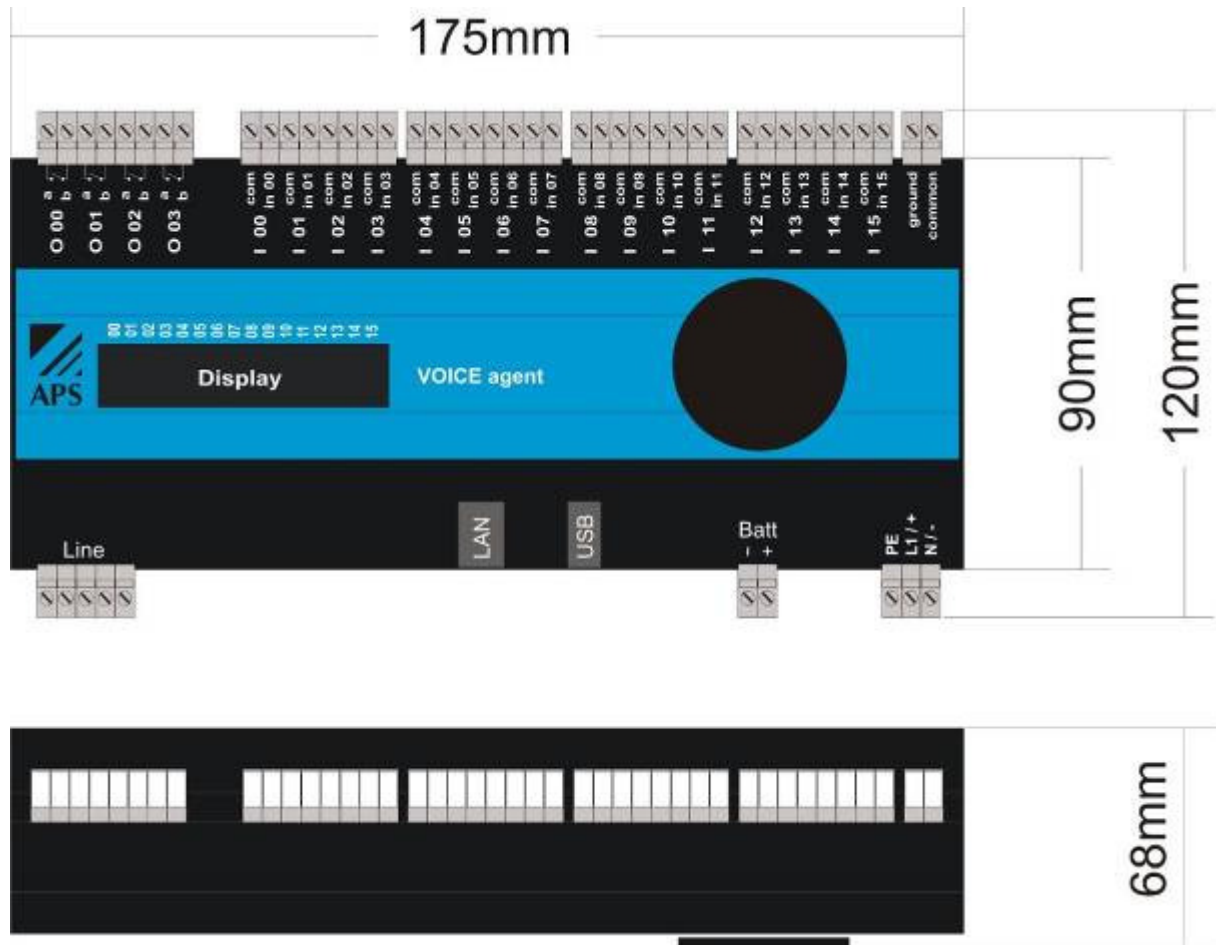
### 5.2 Temperature

The surrounding temperature should lie between 0°C and 40°C. If the device is fitted in a closed mounting cabinet, ventilation slots are to be fitted. In such a case, the surrounding temperature may not be allowed to exceed 35°C.

### 5.3 Protection

The device is IP20 protected. The installation cabinet needs to protect the device against water, excess humidity and air pollution.

**5.4 Dimensions**



**Attention!**

The DIN catch on the rear-side of the device does not serve earthing purposes. Earthing must be provided for at the connection of the 230V infeed.



**Danger!**

Ensure that the surrounding plant sections are de-energised before fitting the module.



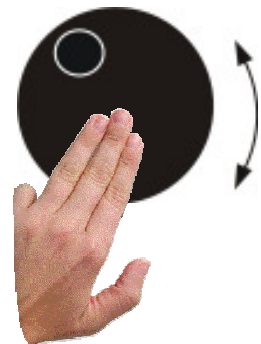
## 6. Commissioning

### 6.1 Function of the control wheel

The *VOICE agent* control wheel serves the commissioning and manual setting directly on the device.

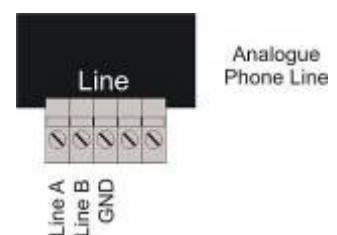
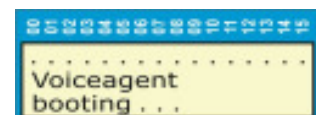
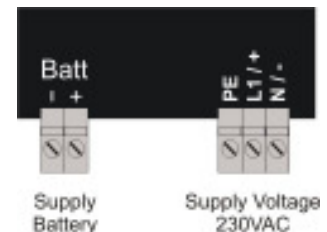
The control wheel functions as follows:

- Turn the control wheel left or right in order to access various menus and to change their entries.
- Depress the control wheel quickly to confirm the menu selection or entry.

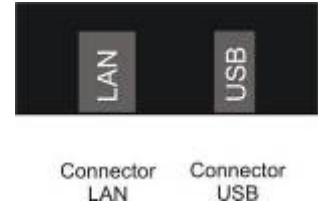


### 6.2 Connections

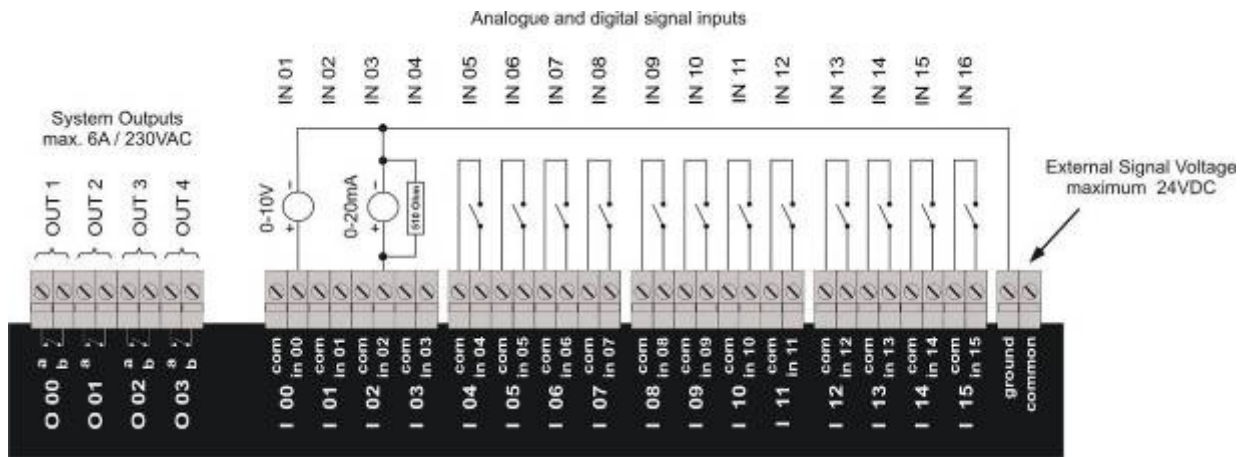
- First switch on the power supply 230VAC. Then connect the battery.
- The device begins to initialise as soon as the power feed is active. The *VOICE agent* is now ready for operation.
- If text messages or voice messages are sent, an analogue telephone line should be connected.



- Connect the network cable which is connected either to a LAN network (normal network cable) or a laptop (crossover network cable).



- Now it is possible to connect all inputs and outputs.



## Note!

An external signal voltage of max. 24VDC can also be connected.



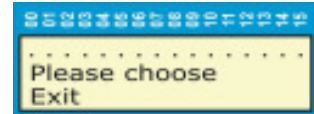
Analogue signal inputs must be connected to the first eight connector terminals I 00 - I 07.

Digital signal inputs which can be connected as NC contacts can trigger an alarm directly. Clear the alarms via the control wheel.

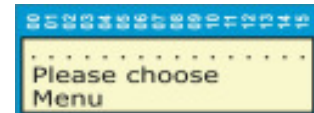
The system outputs are isolated and can be subject to a max. load of 6A.

## 6.3 Fixed network configuration

- Hold the control wheel depressed.



- Change by turning the control wheel to **'Menu'**, and then releasing.



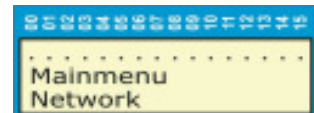
- You will be asked to enter the access code.



- Enter the access code 1 2 3 4 by turning and activating the control wheel.



- In the main menu, turn the control wheel to the **'Network'** menu and confirm by depressing.



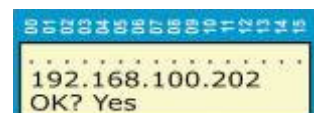
- In the network menu, turn the control wheel to the **'IP Address'** menu and confirm by depressing.



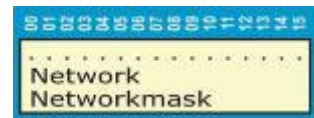
- Enter the fixed IP address via turning and activating the control wheel.



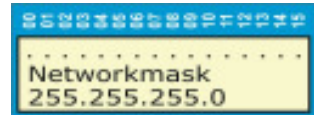
- Confirm the IP address entered.



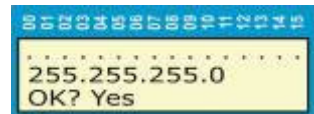
- In the network menu, turn the control wheel to the '**Network mask**' menu and confirm by depressing.



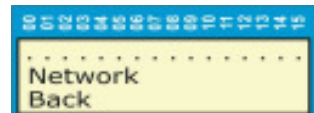
- Enter the network mask by turning and activating the control wheel.



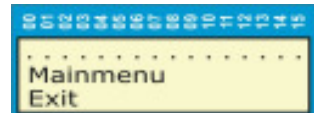
- Confirm the network mask entered.



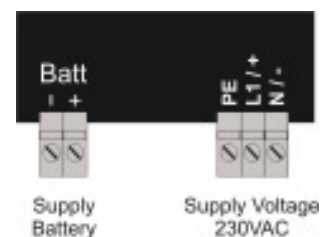
- Leave the network menu via '**Back**'.



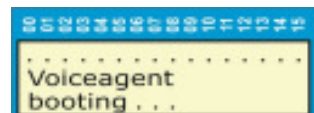
- Leave the main menu via '**Exit**'.



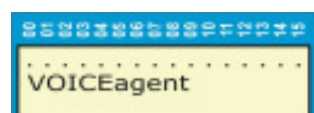
- Disconnect the power feed and battery, if used, for a short time.



- The device will reinitialise and save all data entered and changed.



- You can proceed with registration using the address entered (chapter 7).



## Note!

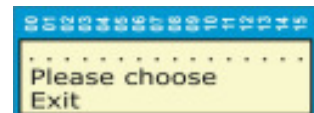
Entry of an incorrect access code returns the display to operating mode. Try the entry again.



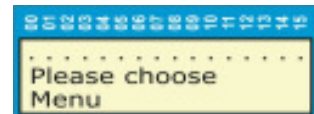
Upon entering an incorrect IP or network address, confirm with NO. Start the entry again.

## 6.4 DHCP network configuration

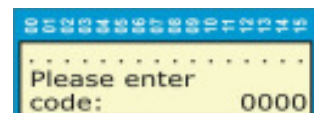
- Hold the control wheel depressed.



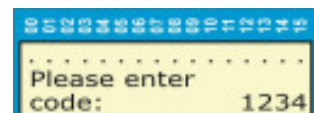
- Change by turning the control wheel to **'Menu'** and then releasing.



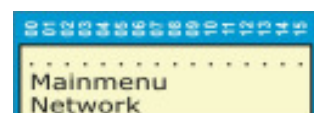
- You will be asked to enter the access code.



- Enter the access code 1 2 3 4 by turning and activating the control wheel.



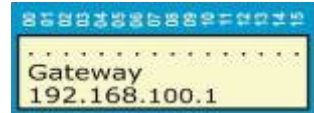
- In the main menu, turn the control wheel to the **'Network'** menu and confirm by depressing.



- In the network menu, turn the control wheel to '**Status**' and confirm by depressing.



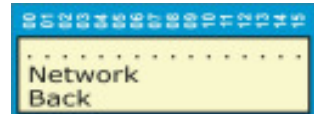
- Turning the control wheel enables the IP address, network mask and gateway address to be read.



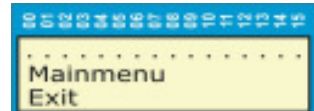
- Leave the status menu via '**Back**'.



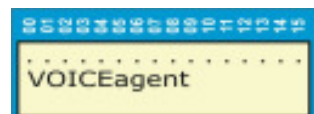
- Leave the network menu via '**Back**'.



- Leave the main menu via '**Exit**'.



- You can proceed with registration using the addresses read (chapter 7).



## Note!

The entry of an incorrect access code returns the display to operating mode. Start the entry again.



## 7. Registration

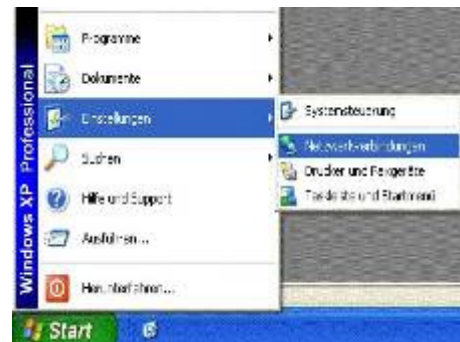
### 7.1 Laptop registration

Configuration using the laptop requires a crossover network cable. Both the laptop as well as the VOICE agent must each be assigned an IP address from the same subnetwork.

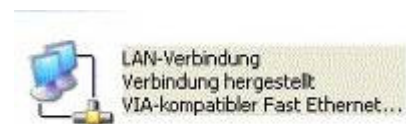
*Example: Laptop = IP: 192.168.100.202 / Mask: 255.255.255.0  
VOICE agent = IP: 192.168.100.203 / Mase: 255.255.255.0*

- Switch on the laptop and establish a connection to the VOICE agent via a crossover network cable.

- On the desktop, click on '**Start**' and select network connections under settings.



- Click on the '**LAN connection**' menu.



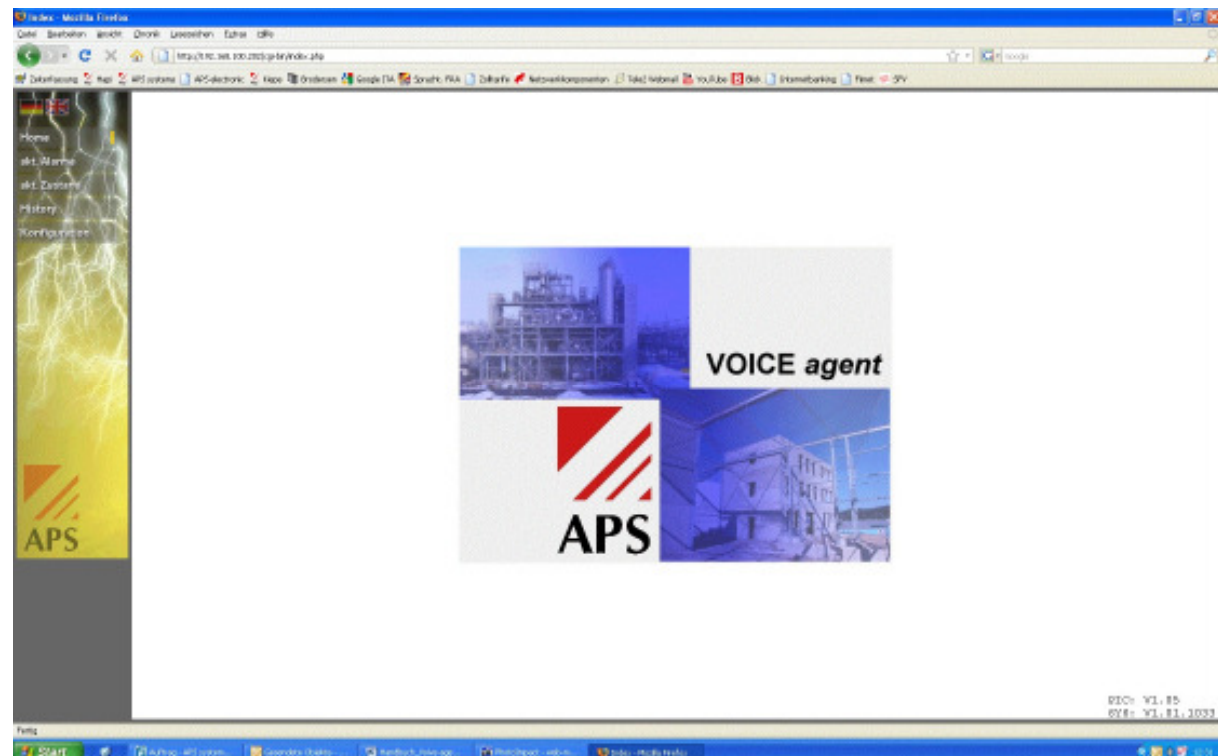
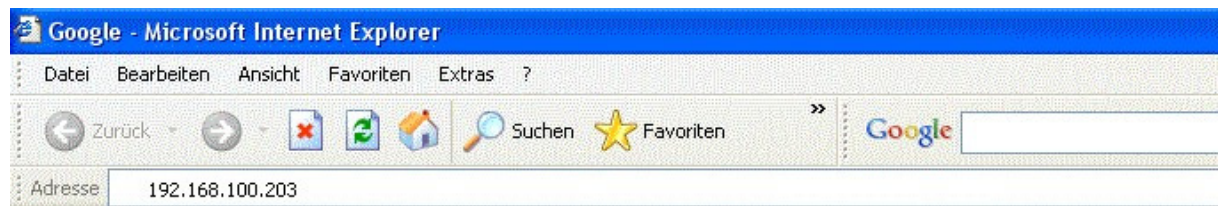
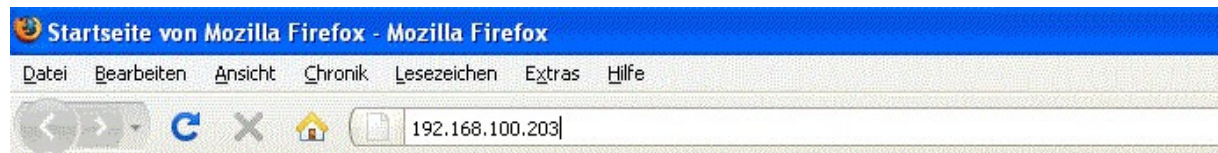
- You can access the '**LAN connection**' menu under Properties. Click on '**Internet protocol TCP / IP**' in 'General' in the Windows block.



- Change to **'Use the following IP address'** and set the **IP and subnetwork addresses**.
- Confirm the entry with **'OK'**.



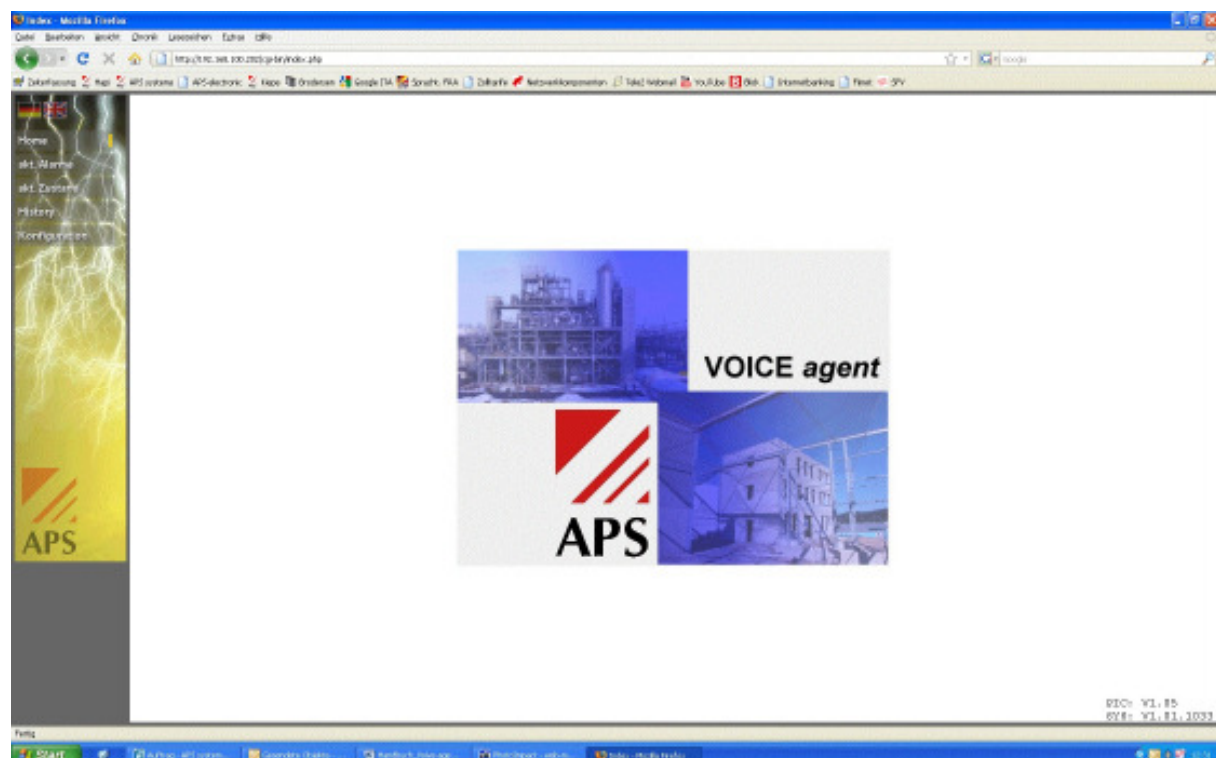
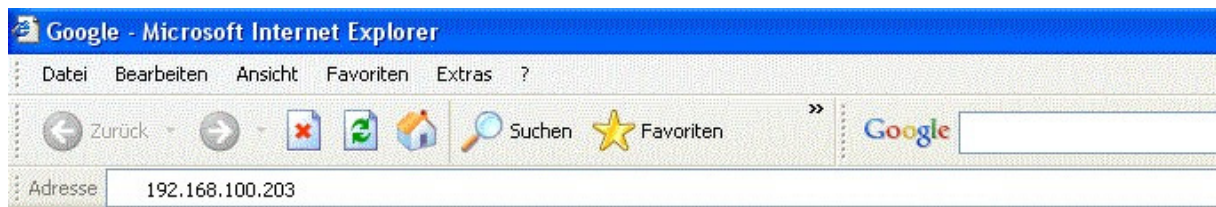
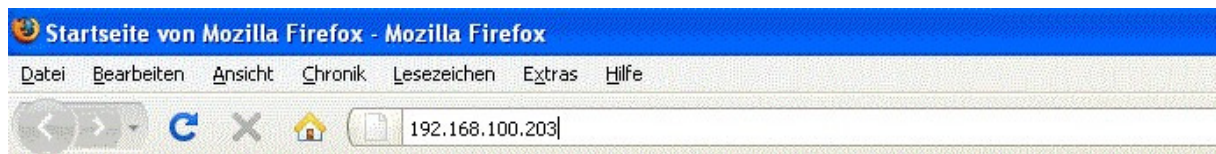
Using the fixed IP address you can access the *VOICE agent* main page via the internet browser (Mozilla or Explorer).



## 7.2 Network registration

The *VOICE agent* must be connected to the network to carry out a configuration using a computer (PC/work station).

Using the fixed or pre-set DHCP IP address you can access the *VOICE agent* main page via the internet browser (Mozilla or Explorer).



## 8. Password

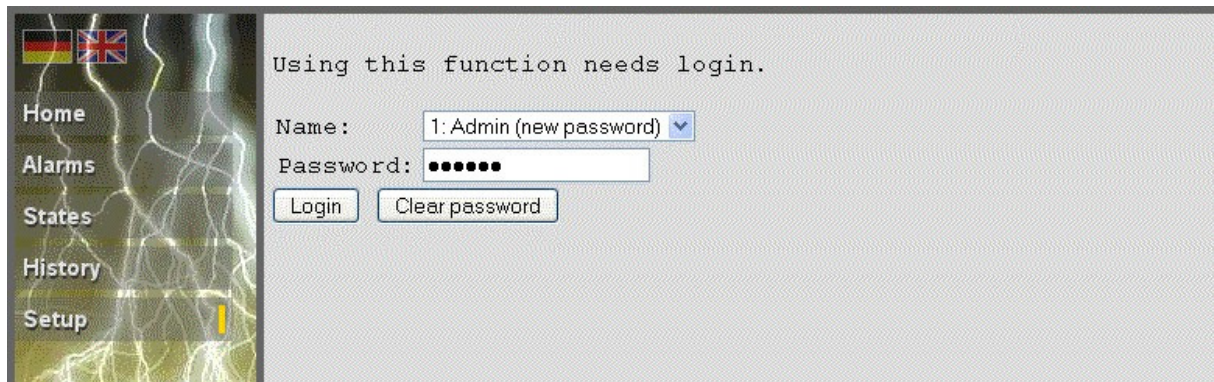
### 8.1 Activating password

You will require a password in order to access the VOICE agent configurations. Holders of a personal password can log in at any time. Proceed as follows to activate the password:

- Click on '**Setup**' in the main menu.



- Enter a password consisting of a minimum of 6 characters.



- Confirm the password.



The screenshot shows a web interface with a left sidebar containing menu items: Home, Alarms, States, History, and Setup. The main content area displays the text "Please confirm your password." Below this, there is a "Name:" field with a dropdown menu showing "1: Admin (new password)". To the right of the name field is a "Password:" field with a masked password of seven dots. A "Confirm" button is located below the password field.

- You have registered successfully. Now you can begin with the configuration of the VOICE agent.



The screenshot shows the same web interface as before, but the main content area now displays "saved new password." and "You have successfully logged in!". Below this, the word "Setup" is displayed in a large font. There are two buttons: "Print configuration" and "Save configuration". At the bottom, there is a "Filename:" field, a "Durchsuchen.." button, and a "Send" button. The left sidebar menu is now extended to include: Home, Setup, Members, Groups, Inputs, Outputs, System, Services, Network, Timer, and Logout.

## Note!

When registering for the first time, you are required to register as an administrator.



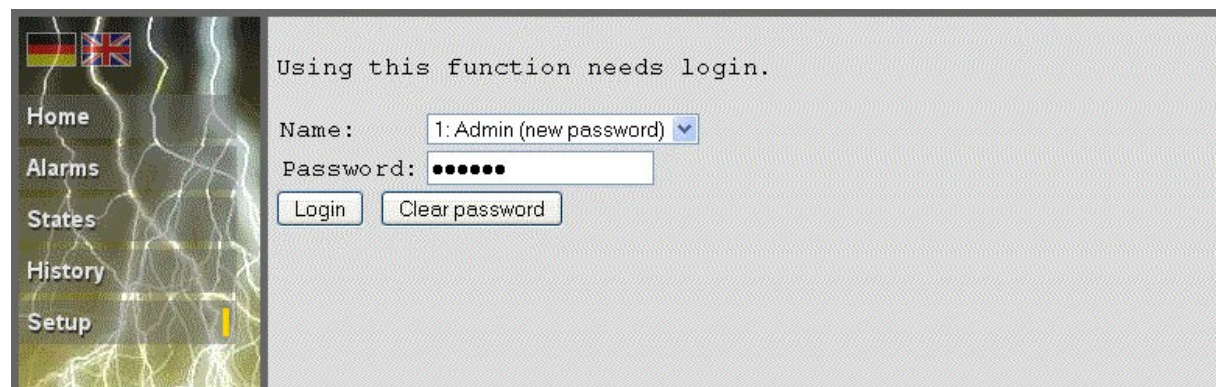
## 8.2 Deleting password

You can delete and reassign your own password at any time.

- Click on '**Setup**' in the main menu. Enter your current password and click on '**Clear password**'.



- The old password has been deleted. You can issue a new password.



### Note!

If you are already in the configuration menu, you must first sign out, in order to enter the main menu.



## 9. Configuration

### 9.1 Carrying out configurations in the web browser

As programming takes place entirely in the browser, it is unnecessary to purchase or otherwise acquire software and updates. Configuration is visualised and is performed in a menu-driven manner. All explanations and information can be obtained in the individual menus.

- Select any menu and click on the question mark.

The screenshot shows a web browser window with a 'Timer' configuration page. The page has a sidebar on the left with navigation options like 'Home', 'Data', 'Task', 'Timer', 'Configuration', and 'Help'. The main content area is titled 'Timer' and shows 'Channel 0: On'. Below this is a table with the following columns: ID, From, To, Validity period, and Error. The table contains several rows of data, with some cells highlighted in green. A red question mark icon is overlaid on the right side of the page, with an arrow pointing to it from the text above.

- You can read information concerning the corresponding menu.

The screenshot shows a web browser window displaying the 'Timer' help page. The page title is 'Timer' and it contains the following text:

The timer function is made of multiple independent timer channels, each of them having its individual complex program.

A timer program is made up by consecutive lines of the format:

From - To - Validity period

The column 'Error' reports syntactical errors, if any.

'From' and 'To' are defined the same way. Example:

From	To	Missing
8:30	10:20	Time slot from 8:30 to 10:20 daily
10:20	8:30	Daily time slot starting at the previous day at 10:50, going first for night until 8:30 in the morning
Monday 5:30	Friday 16:00	Continuous time slot from Monday 5:30 until Friday 16:00
Wednesday	Thursday	Continuous time slot from Wednesday 0:00 until Thursday 23:59:59
Tuesday 6:30	11:15	Time slot from Tuesday 6:30 until Tuesday 11:15
1.11.2005 9:00	16:00	Time slot for only the day specified
1.11.8:00	16:00	Time slot for every 1.11.
1.6.15	19:25	Time slot for every 1. of a month

You may notice that missing values are replaced by suitable defaults. These are the rules:

- 'Time' is default. E.g. if the day is unspecified, 'today' is chosen. If the year is unspecified, the current year is taken.
- Limits are set if superior values are defined. If the time is unspecified for the day it, 00:00:00 until 23:59:59 is the default.
- 'From' inherits to 'To'. If the day is defined in the 'From' field, the same day is present for the 'To' field.

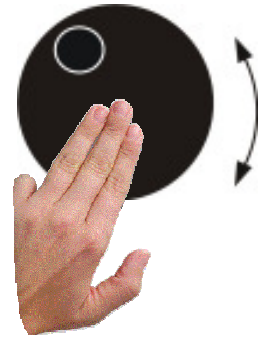
In the column 'validity', a rule for the validity may be defined, e.g. 'October - January' or '20 10. - 12 11.'. This means that the 'From' and 'To' are only valid inside the given time span. The validity is only related to the remaining day portion of the 'From' field.

E.g. if 'From' is 18:18, to is 12:00, validity is 1.1. - 15.4., the timer program ends at the 16.4. 12:00, being repeated every year.

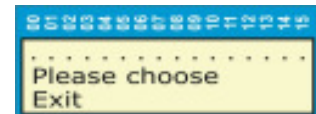
These examples were for one single line of the timer program.

## 9.2 Manual configuration

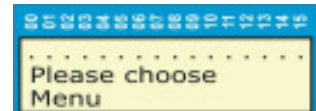
After entering the access code, you can use the control wheel to undertake simple corrections such as altering a user telephone number.



- Hold the control wheel depressed.



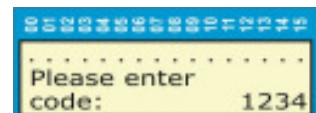
- Change by turning the control wheel to **'Menu'**, and then releasing.



- You will be asked to enter the access code.



- Enter the access code (standard 1 2 3 4) by turning and activating the control wheel.



- Now you can perform manual corrections in the main menu.

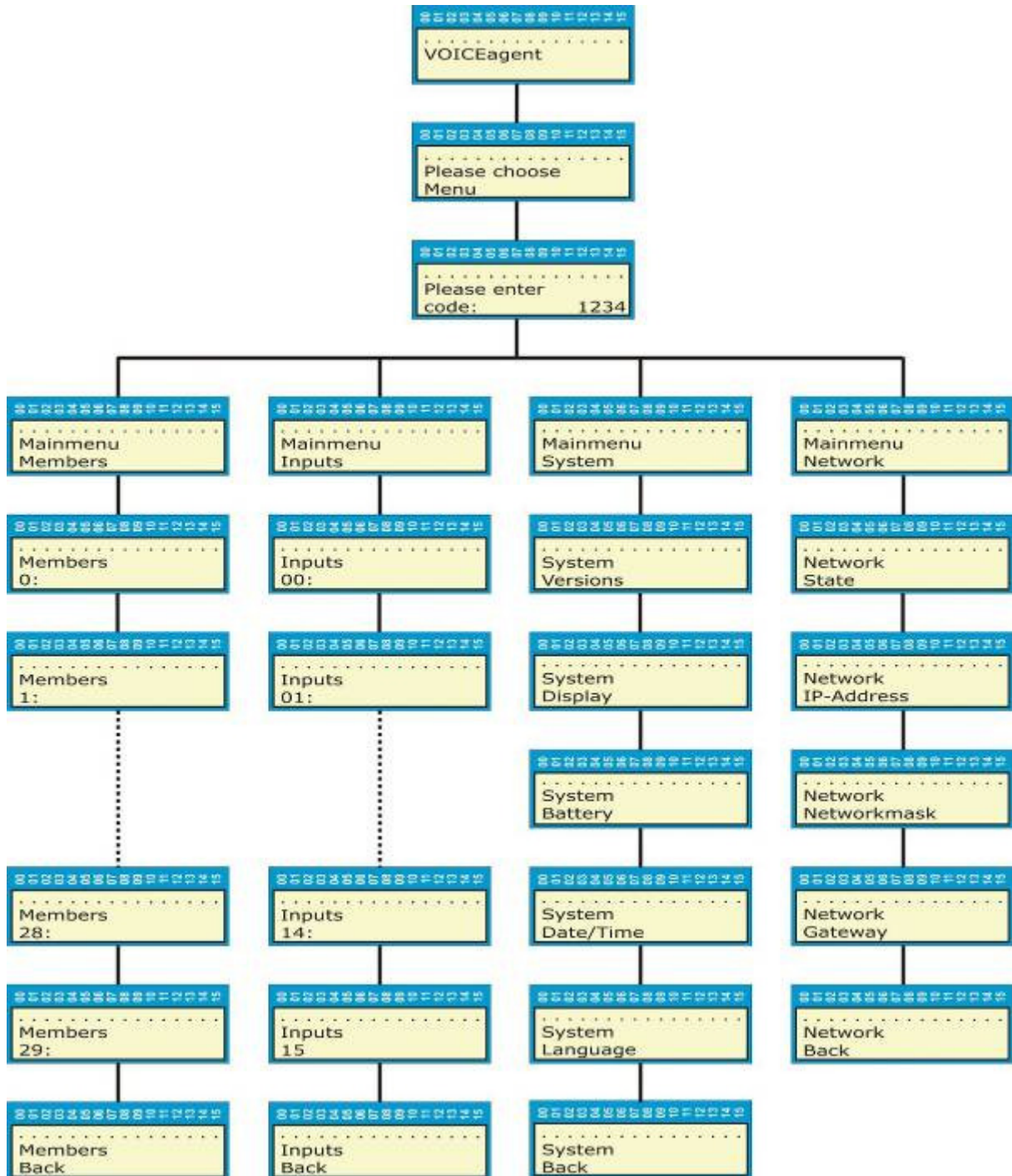


### Note!

The entry of an incorrect access code returns the display to operating mode. Start the entry again.



### 9.3 Menu structure



## 9.4 Remote maintenance

Remote maintenance via an analogue modem enables you to undertake adjustments or changes to the configuration externally at any time.

To establish a connection, proceed as follows:



- Start the modem software and enter the user name and password '**Voice agent**'.
- Under dial, enter the telephone number of the VOICE agent with which you want to establish a connection.
- Activate '**Dial**' to establish a connection.



Benutzername: voiceagent

Kennwort: ●●●●●●●●

Benutzernamen und Kennwort speichern für:

Nur für eigene Verwendung

Alle Benutzer dieses Computers

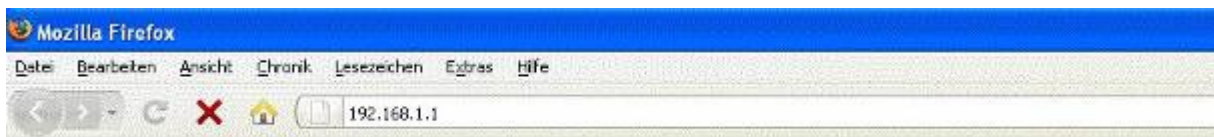
Wählen: 0623898888

Wählen Abbrechen Eigenschaften Hilfe

- The analogue modem now attempts to establish a connection with the *VOICE agent*. First, it dials the number and then verifies the user name and password. When a connection has been established, the information window closes automatically.



- Enter the following address in the web browser (Mozilla or Explorer) and confirm with '**Enter**'.
  - IP-Address: 192.168.1.1 until version V1.03.1205
  - IP-Address: 10.10.10.10 from version V1.03.1207



- The connection to the *VOICE agent* should now be established and you can start to adjust or alter the configuration.

## Note!

Alarms cannot be issued during remote maintenance. This applies to TEXT and VOICE messages only.



To be able to establish a connection, you may need first to obtain an outside line before dialling the number (switchboard).

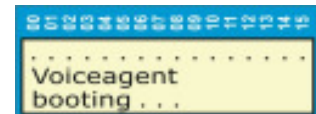
Do not forget to disconnect the modem connection after finishing.

## 10. Operation

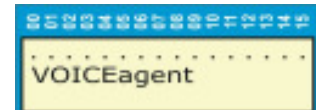
These instructions are intended for the operator of an installed and configured VOICE *agent*. It describes message issuing and procedure.

### 10.1 System start

- After switching on, the device starts the initialisation procedure.



- End of the initialisation procedure. VOICE *agent* is ready for operation.



### 10.2 Messaging procedure

The messaging procedure begins as soon as a message arrives at an active signal input in the VOICE *agent*. It ends once the message is deactivated and the user has cleared the message output.

Every message triggers a message output. Message outputs include an acoustic message display (audio messenger), the visual display (text and status), the message relay and logging. The type of message output depends on the configuration of the VOICE *agent*.

The message display remains until it has been cleared by the user. The user clears both the acoustic and the visual message display.

## Messaging procedure:

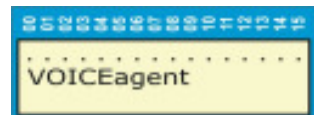
- Alarm is active. The display shows the input number, displaytext, status '**A**' (**A**larm active) and the horn sounds as long as it has not been deactivated.



- Acknowledge and switch off the horn by pushing once the control wheel. The status changes to '**H**' (**H**orn acknowledged)

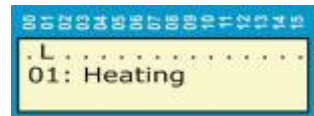


- First of all, try to clear the reason of the alarm and then acknowledge the alarm by pushing the control wheel once. The display switches back into operating mode if no other alarms are pending.

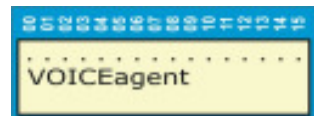


or

- Acknowledge the alarm immediately. The status changes to '**L**' (**L**amp acknowledged) and shows that there is a pending alarm which had already been acknowledged.



After the fault has been rectified, the display returns to operating mode.



## Note!

It is possible that multiple messages arrive at once. You can access the desired message by turning the control wheel left or right.



If a time delay is programmed for an input, the display shows '**1**' (Input active) during the time delay. After the delay the display will change to '**A**' (**A**larm active).

## 10.3 Acknowledging voice messages

A voice alarm can be acknowledged with a land line or mobile phone using your personal member code. The menu **'groups'** offers two possibilities, intervention time or complete acknowledging (LQ).

The function intervention time opens a time frame enabling the member to solve the problem and acknowledge on the unit or by browser. The alarm chain is paused during intervention time and restarts after the intervention time, if the alarm had not been acknowledged.

Complete acknowledgement (LQ) acknowledges the horn and the alarm. Therefore, further processing of the alarm chain is stopped. If a new alarm on this input occurs, the alarm chain restarts.

Interventionszeit	LQ
0h30m00s	<input type="checkbox"/>
0h00m00s	<input checked="" type="checkbox"/>
2h00m00s	<input type="checkbox"/>



Proceed as follows to acknowledge a voice message:

- Take the call and listen to the message.
- Enter your personal member code followed by the hash key **#** during the message.
- A five second beep-tone signals that you have successfully acknowledged the alarm.

### Note!

The acknowledging sequence is possible only when a personal code is entered in the menu **'mebers'**.



The message is repeated up to five times. After these repetitions, the line will be disconnected.

## 10.4 Remote status query

The actual status can be retrieved using a land line or mobile phone. Proceed as follows:



- Dial the analogue land line of the *VOICE agent*.
- Enter the remote access code followed by the hash key # during the welcome message.
- The *VOICE agent* communicates now the actual status.

### Note!

In order to enable the remote status query the following entries in the menu **'System'** have to be completed:



- Activate the remote status query by clicking the box.
- Enter the remote access code.
- Enter the two different voice messages, one for pending alarms and the other for no alarms.

The message is repeated up to five times. After these repetitions, the line will be disconnected.

## 11. Appendix

### 11.1 Troubleshooting

#### Commissioning

Fault	Cause	Action
- VOICE agent does not activate	- Infeed connection is absent or disconnected	- Check electric installation (Measured value +/- 230VAC) - Check circuit breaker (fuse)
- The horn of the VOICE agent to sound after being switched on	- The alarm inputs connection is designed as an open contact (NC)	- Clear the message via the control wheel. Configure the inputs as an NC contact
- Access code input not possible	- False code entry	- Enter the numerical code 1234. This code can be customized at any time.

#### Registration

Fault	Cause	Action
- No connection between laptop and VOICE agent  <b>'Via browser (Mozilla/Explorer)'</b>	- Wrong network cable  - A fixed IP address has not been issued in the device  - Device and laptop are not located in the same subnetwork  - The IP address is incorrect during entry in browser	- Use a crossover network cable  - Set the IP address on the device manually (chapter 6.3)  - Set the IP address in the laptop manually (chapter 7.1)  - Take the programmed IP address on the device from the manual configuration Chapter 9.2)  <b>'Menu / Code / Network / Status'</b>
- No connection from PC to VOICE agent  <b>'Via browser (Mozilla/Explorer)'</b>	- No interface or connection from device to network  - A DHCP address was not issued in the device  - The IP address in the browser is incorrect during entry.	- Check network cable and network connection  - Set the fixed IP address on the device manually (chapter 6.3)  - Take the programmed IP address on the device from the manual configuration Chapter 9.2)  <b>'Menu / Code / Network / Status'</b>

## E-Mail despatch

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- It was not possible to send any e-mails</li> </ul> <p><b>'MAIL: FAILED'</b></p>	<ul style="list-style-type: none"> <li>- Network interface or connection interrupted</li> <li>- Configurations absent or incorrect</li> </ul>	<ul style="list-style-type: none"> <li>- Check network cable and network connection</li> <li>- Enter the correct address in the <b>'User' e-mail</b> menu</li> <li>- Enter the correct e-mail coordinates in the <b>'Connections'</b> menu</li> <li>- Set the despatch correctly in the <b>'Group'</b> menu</li> </ul>
<ul style="list-style-type: none"> <li>- The e-mail does not contain the text of the alarm message</li> </ul>	<ul style="list-style-type: none"> <li>- The message text was not entered in the configuration</li> </ul>	<ul style="list-style-type: none"> <li>- Enter the message text under the corresponding input in the <b>'Inputs'</b> menu (min. short text or name)</li> </ul>

## Printer despatch

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- It is not possible to send messages to the printer</li> </ul> <p><b>'PRINTER: FAILED'</b></p>	<ul style="list-style-type: none"> <li>- Network interface or connection interrupted</li> <li>- Configurations absent or incorrect</li> </ul>	<ul style="list-style-type: none"> <li>- Check network cable and network connection</li> <li>- Enter the correct printer name or IP address in the <b>'Connections'</b> menu</li> <li>- Set the despatch correctly in the <b>'Group'</b> menu (printer)</li> </ul>

## Sending text messages via e-mail

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- It is not possible to send text messages via e-mail</li> </ul> <p><b>'SMS2MAIL: FAILED'</b></p>	<ul style="list-style-type: none"> <li>- Network interface or connection interrupted</li> <li>- Configurations absent or incorrect</li> </ul>	<ul style="list-style-type: none"> <li>- Check network cable and network connection</li> <li>- Enter the correct mobile number in the <b>'User'</b> menu</li> <li>- Enter the correct gateway address and e-mail coordinates in the menu <b>'Connections'</b></li> <li>- Set the correct despatch form (text message via e-mail) in the <b>'Group'</b> menu</li> </ul>
<ul style="list-style-type: none"> <li>- The text message does not contain the text of the alarm message</li> </ul>	<ul style="list-style-type: none"> <li>- The short text was not entered in the configuration</li> </ul>	<ul style="list-style-type: none"> <li>- Enter the short text in the appropriate input in the <b>'Inputs'</b> menu (min. name)</li> </ul>

## SMS Despatch

Fault	Cause	Action
<p>- Text message despatch via modem is not possible</p> <p><b>'SMS: FAILED'</b></p>	<p>- Analogue telephone line interface interrupted</p> <p>- Configurations absent or incorrect</p>	<p>- Check analogue telephone line (Measured value +/- 50VDC)</p> <p>- Enter the correct mobile number in the <b>'User'</b> menu</p> <p>- Enter the outside line in the <b>'System'</b> menu (only with a switch board)</p> <p>- Set the provider correctly in the <b>'Connections'</b> menu</p> <p>- Set the correct despatch form in the <b>'Group'</b> menu (Text via .....)</p>
<p>- The text message does not contain the alarm text</p>	<p>- The short text was not entered during configuration</p>	<p>- Enter the short text at the appropriate input in the <b>'Inputs'</b> menu</p>
<p>- The text message does not contain the call number</p>	<p>- A call-back number was not saved during configuration</p>	<p>- Enter the assigned analogue interface number in the <b>'Connections'</b> menu</p>

## VOICE Despatch

Fault	Cause	Action
<p>- VOICE message despatch is not possible</p> <p><b>'VOICE: FAILED'</b></p>	<p>- Analogue telephone line interface Interrupted</p> <p>- Configurations absent or incorrect</p>	<p>- Check the analogue telephone lines (measured value +/- 50VDC)</p> <p>- Enter the correct mobile number or landline in the <b>'User'</b> menu</p> <p>- Enter the direct line in the <b>'System'</b> menu (only with switchboard)</p> <p>- Set the despatch correctly in the <b>'Group'</b> menu (language ...)</p>
<p>- With VOICE reception, the call comes without a voice message</p>	<p>- The voice file was forgotten during configuration</p>	<p>- Load the voice file (wav- or raw file) in the <b>'Inputs'</b> menu</p>
<p>- The message cannot be cleared following a successful call. The intervention time can thus not be activated.</p>	<p>- The code was not entered correctly during configuration</p> <p>- Clearance was forgotten after entry of the numerical code</p>	<p>Enter a numerical code by the appropriate user in the <b>'User'</b> menu</p> <p>- Activate the <b>'hash key'</b> after entering the numerical code. Clearance is confirmed by humming tone (c. 5 seconds)</p>

## Despatch Unix Syslog

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- It was not possible to send any Syslogs</li> </ul> <p><b>'SYSLOG: FAILED'</b></p>	<ul style="list-style-type: none"> <li>- Network interface or connection interrupted</li> <li>- Configurations absent or incorrect</li> </ul>	<ul style="list-style-type: none"> <li>- Check network cable and network connection</li> <li>- Install Syslog software</li> <li>- Enter the correct host name in the <b>'User'</b> menu</li> <li>- Set the despatch correctly in the <b>'Group'</b> menu (Unix Syslog)</li> </ul>

## General despatch

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- The alarm activates but nothing is despatched. The display does not register an error</li> </ul>	<ul style="list-style-type: none"> <li>- A delay time is set in the alarm input</li> <li>- A delay time is set in the group.</li> <li>- The alarm input was not allocated to a group</li> <li>- The group is located outside the set time</li> </ul>	<ul style="list-style-type: none"> <li>- Check the delay time in the <b>'Inputs'</b> menu and change if necessary</li> <li>- Check the delay time in the appropriate group and change where necessary in the <b>'Group'</b> menu</li> <li>- Select the group in the appropriate input in the <b>'Inputs'</b> group</li> <li>- Check the selection of the time channel in the appropriate group and change where necessary (inversion) in the <b>'Group'</b> menu</li> <li>- Check the timer channel and change where necessary in the <b>'Timer'</b> menu</li> </ul>

## Manual Configuration

Fault	Cause	Action
<ul style="list-style-type: none"> <li>- Access code cannot be entered</li> </ul>	<ul style="list-style-type: none"> <li>- Wrong code entry</li> </ul>	<ul style="list-style-type: none"> <li>- Enter the correct number combination (Standard 1234). This code can be changed in the configurations at any time</li> </ul>

## Remote maintenance

Fault	Cause	Action
<p>- No connection between modem and VOICE agent.</p> <p><b>“Connection error”</b></p>	<p>- Analogue telephone line interface disrupted</p> <p>- Incorrect connection coordinates</p>	<p>- Check analogue telephone line at modem (measured value +/- 50VDC)</p> <p>- Check analogue telephone line at device (measured value +/- 50VDC)</p> <p>- Re-install modem software</p> <p>- All correct coordinates can be found in chapter <b>'9.4 Remote maintenance'</b></p>

## Remote status query

Fault	Cause	Action
<p>- After dialling, you only hear a beep tone instead of the welcome message</p>	<p>- The remote status query is not activated</p>	<p>- Check the menu <b>'System'</b> and activate the remote status query, also enter the login code</p>
<p>- After dialling, you only hear the busy tone instead of the welcome message</p>	<p>- The voice file for the welcome message is missed</p>	<p>- Check the menu 'System' and load a voice file for the welcome message</p>
<p>- After dialling, entering the login code followed by the hash key you only hear the busy tone instead of the message</p>	<p>- You have entered the wrong code</p> <p>- The saved code is wrong</p> <p>- The voice file for the status report is missed</p>	<p>- Redial and retry with correct code</p> <p>- Check the menu <b>'System'</b> and re-enter the access code</p> <p>- Check the menu <b>'System'</b> and load the two different voice files</p>

## Acknowledging voice messages

Fault	Cause	Action
<p>- You do not hear the acknowledging beep tone after entering your personal code followed by the hash key</p>	<p>- You have entered the wrong code</p> <p>- The saved code is wrong</p>	<p>- Retry with correct code</p> <p>- Check the menu <b>'Members'</b> and re-enter the code</p>
<p>- The next member in the alarm chain receives the message although the previous member had successfully acknowledged.</p>	<p>- No intervention time is programmed</p> <p>- The function 'complete acknowledgement' is not activated</p>	<p>- Check the menu <b>'Groups'</b> and enter an intervention time for each member in the specific group</p> <p>- Check the menu <b>'Groups'</b> and activate the function complete acknowledgement for the specific members</p> <p><b>See also point 10.3</b></p>

## 11.2 Checklist

In order to facilitate a smooth commissioning of your VOICE *agent*, we recommend that you complete this checklist.

### Configuration via laptop:

- Host name: \_\_\_\_\_
- IP address: \_\_\_\_\_
- Network mask: \_\_\_\_\_

### Configuration via network:

- Host name: \_\_\_\_\_
- IP address: \_\_\_\_\_
- Network mask: \_\_\_\_\_
- Default gateway: \_\_\_\_\_
- Name server: \_\_\_\_\_
- Domain: \_\_\_\_\_

### Note!

If the VOICE *agent* address is assigned directly from the server (DHCP), you require only the host name.



### Time server configuration (if available):

- SNTP time server: \_\_\_\_\_

## Text message configuration per e-mail (if required):

- Gateway: \_\_\_\_\_

## E-mail configuration via e-mail (if required):

- Sender: \_\_\_\_\_
- SMTP server: \_\_\_\_\_
- User name: \_\_\_\_\_
- Password: \_\_\_\_\_

## Text message configuration (if required):

- Provider: \_\_\_\_\_
- Call-back number: \_\_\_\_\_

## Printer configuration (if required):

- Name: \_\_\_\_\_
- IP address: \_\_\_\_\_

## System configuration:

- Analogue inputs: Yes / No                      Number: \_\_\_\_\_
- Digital inputs: Yes / No                      Number: \_\_\_\_\_
- Digital outputs: Yes / No                      Number: \_\_\_\_\_
- Outside line: Yes / No
- Battery back-up: Yes / No

