



# <sup>®</sup> **ADEMCO**

---

Vista Interactive Phone Module

## ***4286 VIP***

**User's Manual • User's Manual • User's Manual • User's Manual**

N6432-3 7/97



## ***Table of Contents***

---

INTRODUCTION .....	1
General Information.....	1
Type of Telephone Required .....	1
Phone Access Code .....	1
 OPERATING INSTRUCTIONS.....	2
Introduction .....	2
Summary.....	2
Operating Overview From An On-Premises Phone.....	3
Accessing The Security System Using An On-Premises Phone.....	4
Operating Overview From An Off-Premises Phone .....	5
Accessing The Security System Using an Off-Premises Phone .....	6
Telephone Systems Equipped with Answering Machines .....	7
Executing System Commands Via The Phone .....	8
Telephone Keypad Command Functions.....	9
System Commands That May be Executed Via the Phone.....	9
Typical System Command Entries .....	10
Confirmation of Successful System Command Entries.....	11
Example of a Call-in From Outside .....	12
On-Premises Phone Access Restrictions.....	13
Off-Premises Phone Access Restrictions .....	14
System Status Reports .....	15
System Status Reports Not Annunciated.....	18
Conditions That Terminate a Phone Access Session.....	19
Protection Against Outside Tampering.....	20
What to do in Case of Repeated Tamper Messages.....	20
Turning Remote Phone Access On or Off.....	21
Using the Relay Command Mode .....	22
Using the Phone Panic Feature .....	23
Using the Novice Voice Menu .....	24
Programming Speaker Output Mode .....	25
Voice Menu for Programming Speaker Output Mode.....	25
If You Have Difficulty With the Phone System .....	27

---

## ***Table of Contents (cont'd)***

---

If You Have Trouble With Your Regular Telephone Service .....	29
FCC Part 15 Statement .....	30
FCC Part 68 Statement .....	31
Limited Warranty .....	32

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

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

<p><b>THIS DEVICE COMPLIES WITH FCC RULES, PART 68.</b> <b>FCC REGISTRATION No. AC3USA-74659-KX-N</b> <b>RINGER EQUIVALENCE: 1.0B</b></p>
---------------------------------------------------------------------------------------------------------------------------------------------------

# ***Introduction***

---

## **General Information**

Ademco's VIP (VISTA Interactive Phone) Module permits you to control your security system via a Touch-tone phone (either on premises or by a call-in when away). With this module you can do the following:

- Receive synthesized phone messages regarding your security system status over the phone
- Arm and disarm the security system and perform most function commands using the telephone keypad. Voice comments or confirmation tones are provided over the phone as confirmation after any function command is entered
- Option to have synthesized phone responses routed to an external speaker
- Monitor and/or change thermostat settings over phone line
- Turn certain lights/appliances on and off via the telephone (Relay Command Mode), if your system includes this feature.

## **Type of Telephone Required**

The phone used for phone access must have Touch-tone capability.

An off-premises phone that does not have Touch-tone service and uses Pulse for dialing may not permit switching to Touch-tone after dialing; in such a case, system access from that phone will not be possible.

## **Phone Access Code**

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

# ***Operating Instructions***

---

## **Introduction**

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

For your convenience, two operating overviews (accessing the system from an on-premises phone, and from an off-premises phone) are provided in easy-to-follow charts on pages 3 and 5. These charts are followed by step-by-step operating instructions which provide more detail.

If you encounter any difficulty with the operation of the phone access system, refer to the section entitled, **“If You Have Difficulty With The Phone System”** on page 27 for help.

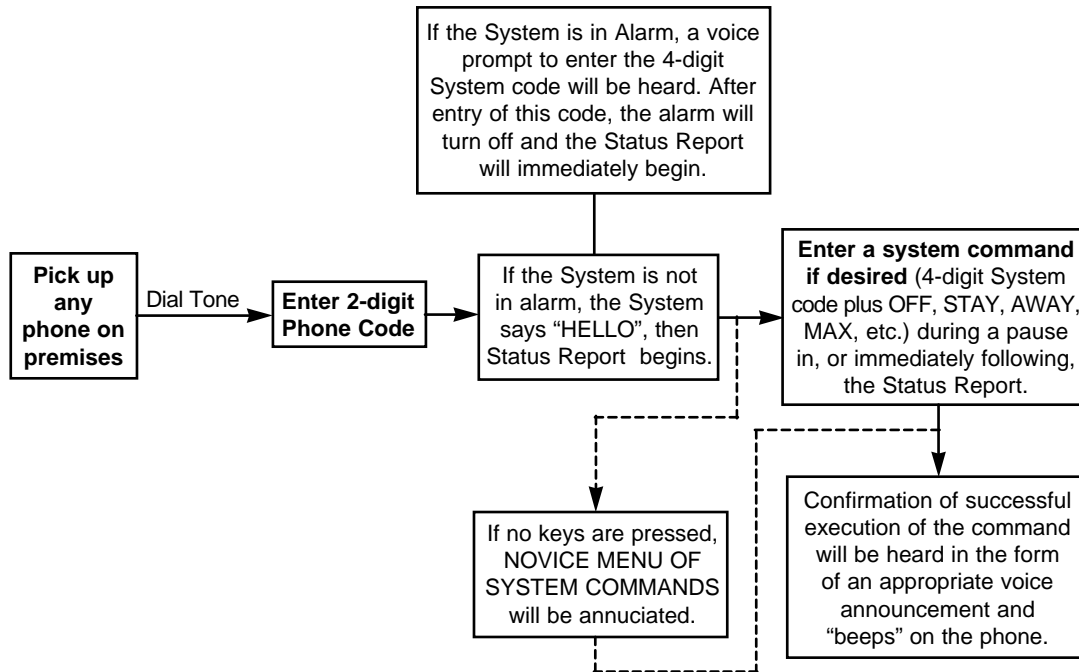
## **Summary**

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

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

## Operating Overview from an On-Premises Phone

---



TYPICAL TELEPHONE KEYPAD WITH EQUIVALENT COMMAND FUNCTIONS

OFF 1	AWAY ABC 2	STAY DEF 3
MAX GHI 4	TEST † JKL 5	BYPASS MNO 6
INST PRS 7	CODE TUV 8	CHIME WXY 9
READY * *	OPER 0 0	QUICK-ARM* # #

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

† ON-PREMISES ONLY  
\* IF PROGRAMMED

# Accessing the Security System Using an On-Premises Phone

---

## Step-by-Step Procedure

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

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

If the security system happens to be in alarm, a phone prompt to enter your 4-digit system code will be heard ("**Enter System Code**"). If so, enter your system code at this time – this will automatically cause the alarm to turn off.\*

There is a 20-second time limit in which to enter the system code.

\*In some systems, a phone prompt for system code will not be heard, and you should enter an **OFF** command (your 4-digit system code plus OFF) to turn the alarm off, as indicated in step 4.

3. **Listen to the Status Report.** A phone report will be heard on the phone, starting with the word "**HELLO**", and followed automatically by a description of the status of the security system. A detailed description of the status report begins on page 15.
4. **Enter the System Command.** During a pause in, or immediately following, the status report, you can execute system commands (such as arm, disarm, etc.) using the keypad on the phone. See **Executing System Commands Via The Phone** on page 8 for more detailed information. **DO NOT PRESS ANY KEYS DURING SYNTHESIZED PHONE REPORTING.**
5. **Hang up the phone when finished.**



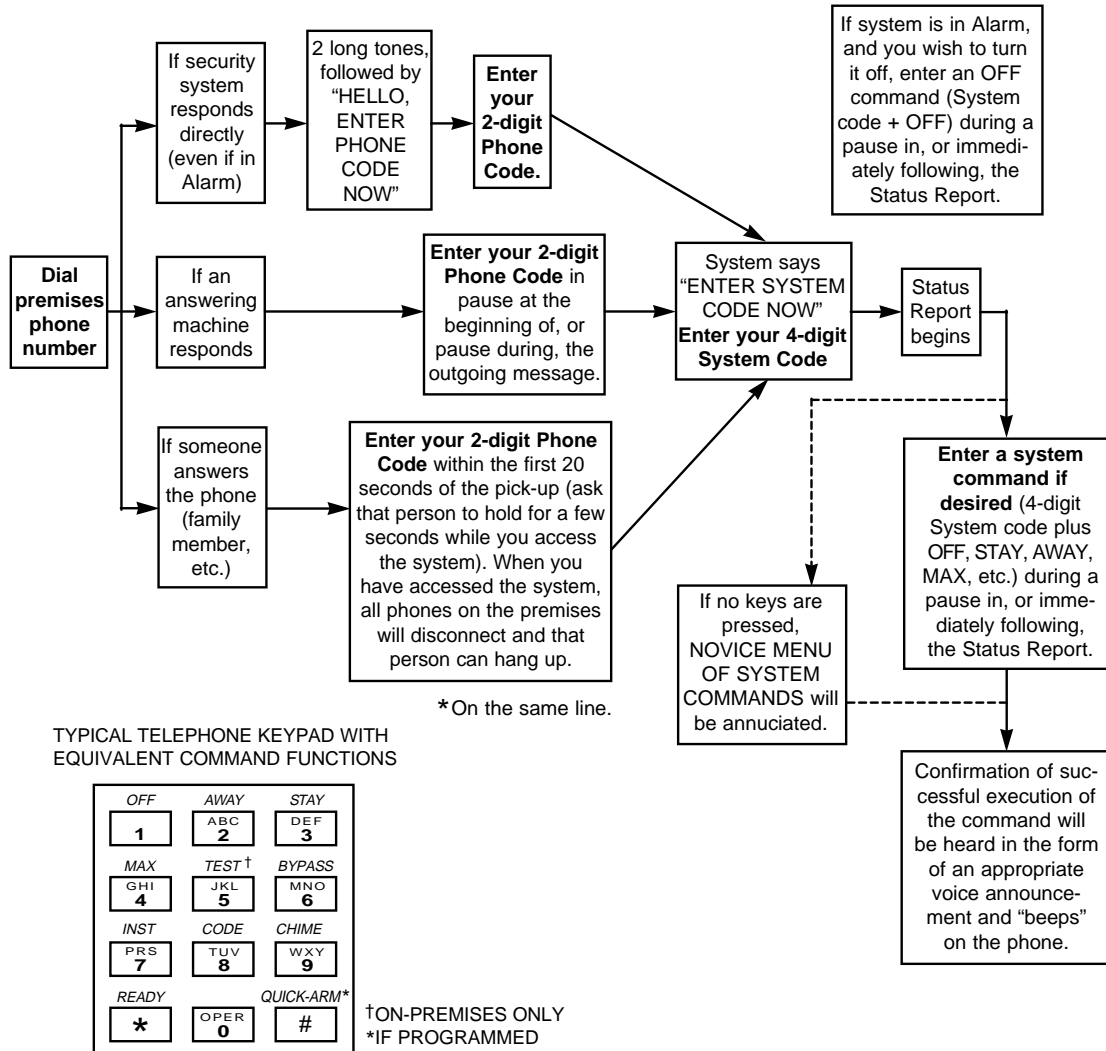
---

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

---



## Operating Overview from an Off-Premises Phone



## Accessing the Security System Using an Off-Premises Phone

---

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

### Step-by-Step Procedure

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

#### 1. Dial the premises phone number.

A	B	C
<p><b>If the security system answers the call directly (even if the system is in alarm).</b></p> <p>You will hear 2 long tones followed by a "click," and then the words <b>"HELLO, ENTER PHONE CODE NOW."</b> Enter your 2-digit phone code.</p>	<p><b>If an answering machine responds to the call.</b></p> <p>Enter your 2-digit phone code during a pause at the beginning of, or during a pause in the outgoing message. <b>NEVER</b> enter the phone code <i>after</i> the machine starts recording.</p>	<p><b>If someone answers the phone (a family member for example).</b></p> <p>Enter your 2-digit phone code within the first 20 seconds of the pick-up. Notify that person that you are about to access the security system and that they should hold on for a few seconds while you enter your 2-digit phone code. When you have accessed the system, that phone* will disconnect and can be hung up.</p> <p>* Also all others on the same line.</p>

- When you have entered your 2-digit phone code, the words **"ENTER SYSTEM CODE NOW"** will be heard.
- Enter your 4-digit system code.** As a safety feature, only up to three attempts are allowed in which to enter each code (phone code and system code), after which time the call-in will be aborted.

## ***Accessing the Security System Using an Off-Premises Phone (cont'd)***

---

4. If both codes (phone code and system code) were entered correctly, the system will be accessed and will automatically provide a status report of the security system. See **System Status Reports** on page 15.

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

Once the system is accessed successfully and the status report begins, you can then execute system commands (such as arm, disarm, etc.) using the keypad on the phone. See **Executing System Commands Via the Phone** that follows on page 8.

### **Telephone Systems Equipped with Answering Machines**

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

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

## Executing System Commands Via the Phone

---

### General

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

Refer to the security system's User's Manual for specific key entries required (also see the **TYPICAL SYSTEM COMMAND ENTRIES** table on page 10).

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

**DO NOT PRESS ANY KEYS DURING SYNTHESIZED VOICE REPORTING.**



---

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

---

Following your entry of a system command, wait for phone and sound confirmation of the command from the phone system, as indicated on page 11.

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

## ***Telephone Keypad Command Functions***

---

OFF 1	AWAY ABC 2	STAY DEF 3
MAX GHI 4	TEST † JKL 5	BYPASS MNO 6
INST PRS 7	CODE TUV 8	CHIME WXY 9
READY ★	QUICK-ARM* OPER 0	#

### **Tel. Key Function**

- 1** = OFF
- 2** = AWAY
- 3** = STAY
- 4** = MAXIMUM
- 5** = TEST †
- 6** = BYPASS
- 7** = INSTANT
- 8** = CODE
- 9** = CHIME
- \*** = READY

† ON-PREMISES ONLY

\* IF PROGRAMMED

### **System Commands That May Be Executed Via the Phone**

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

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

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

## Typical System Command Entries

	Command Function	Entry To Be Keyed On Phone
<b>QUICK-ARM FEATURE AVAILABLE *</b>	To arm STAY	System Security code + key [3].
	To arm AWAY	System Security code + key [2].
	To arm INSTANT	System Security code + key [7].
Yes      No <input type="checkbox"/> <input type="checkbox"/>	To arm MAXIMUM	System Security code + key [4].
	To <b>BYPASS</b> by specific zone	System Security Code + key [6] + zone # to be bypassed (01, 02, 03, etc.).
Yes      No <input type="checkbox"/> <input type="checkbox"/>	To <b>QUICK BYPASS</b> all open zones	Refer to your system's User's Manual.
	To enable <b>SPEAKER OUTPUT</b>	Press [# 97]. Phone menu follows requesting a [1] or [0] to enable types of speaker response.
	To trigger PANIC alarm	At any on-premises phone: Enter 2-digit phone code followed by six [1]'s.
<b>ENTRY AND DELETION OF TEMPORARY CODES VIA THE PHONE AVAILABLE</b>  Yes      No <input type="checkbox"/> <input type="checkbox"/>	To DISARM	System Security Code + key [1].
	To enter a <b>TEMPORARY CODE **</b>	Master Security Code + key [8] + User No. + Temporary Code.
	To delete a <b>TEMPORARY CODE **</b>	Master Security Code + key [8] + User No. + Master Security Code.
	To Turn CHIME mode on	System Security Code + key [9].
	To Turn CHIME mode off	System Security Code + key [9] again.
	To enter <b>TEST</b> mode	System Security Code + key [5]. (on-premises phone only)
	To exit <b>TEST</b> mode	System Security Code + key [1].

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

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

## **Confirmation of Successful System Command Entries**

---

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

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

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

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

\* The words "**EXIT NOW**" simply means that you may exit during the Exit Delay period, if desired.

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

## ***Example of a Call-In From Outside***

---

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

Assume that the 2-digit Phone Code is 7 \*, and that the system security code is 1-2-3-4.

No answering machine is connected in the following example.

1. Caller dials the premises phone number. After a programmed number of rings, the caller will hear 2 long tones followed by a "click", and then the words, "**HELLO, ENTER PHONE CODE NOW.**"

2. Caller then enters the Phone Code: 7 + \*.

3. The words "**ENTER SYSTEM CODE NOW**" will be heard.

4. Caller then enters the system 4-digit system security code:

1 + 2 + 3 + 4

5. The system will now start to annunciate a status report. If, when the Arming Status is annunciated, the caller hears the words "**DISARMED READY TO ARM**," the caller knows that the system was not armed.

6. The status report may be interrupted at this point to enter an arming command.\* This must be done during a 1-second pause placed by the Phone Module between each phone message. Do **NOT** make entries while the system is speaking.

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

To arm the system **AWAY**, the caller enters the 4-digit system security code, then presses key 2 (**AWAY**) .

7. If arming **AWAY** was successful, the caller will hear 2 confirmation beeps, followed by the words: "**ARMED AWAY... EXIT NOW.**"
8. The caller may hang up now, or wait approximately 20 seconds, at which time the word "**GOODBYE**" will be heard to signify termination of the phone access session.



---

## ***On-Premises Phone Access Restrictions***

---

The system cannot be accessed from an on-premises phone under the following conditions:

- Phone line is busy
- Phone is ringing
- Downloading is in progress\*
- Phone line is out of order.

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

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

- If on the phone during the entry delay period:

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

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



---

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

---

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

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

## ***Off-Premises Phone Access Restrictions***

---

The following restrictions apply when attempting to attain access to the security system from an off-premises phone:

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

## ***System Status Reports***

---

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

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

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

There is a 1-second pause between each individual status report. A system command may be entered during these pauses, or immediately following the end of the report.

### **Alarm Warning Sounds**

If a Fire or Burglary alarm is in progress (or in alarm memory), the status report will commence with a short burst of either a Fire alarm sound ("bell" sound), or Burglary sound (2-tone siren sound).

**Note: Alarm warning sounds may not be provided over the phone with your particular system.**

### **Fire Alarm**

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

\* If programmed by your installer.

## ***System Status Reports (cont'd)***

---

### **Burglary and other Alarms**

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

### **Checks**

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

### **Power Status**

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

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

### **Arming Status**

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

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

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

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



---

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

---

## ***System Status Reports (cont'd)***

---

Annunciations when the system is in the disarmed state are:

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

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

### **Remote Access**

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

### **Chime Mode**

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

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

### **Zone Faults**

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

**Note:** Silent alarms will be annunciated as faults.

\*\*\* If programmed by your installer.

## ***System Status Reports Not Annunciated***

---

Certain system status messages are displayed on a keypad only, such as:

- **Transmitter Low Battery**
- **Test Mode**
- **Call Alarm Company**
- **Comm Failure.**

These messages will produce “beeps” (if appropriate) over the phone similar to those from the wired keypad. The VIP Module will annunciate ***“SEE SYSTEM KEYPAD”*** under these conditions.

## ***Conditions that Terminate a Phone Access Session***

---

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

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

## ***Protection Against Outside Tampering***

---

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

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



---

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

---

### **What To Do In Case of Repeated Tamper Messages**

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



## ***Turning Remote Phone Access On or Off***

---

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

Enter: Master 4-digit system code +  +  +  .

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

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

***"CALL-IN TO SYSTEM OFF"*** (1 beep).

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

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

## ***Using the Relay Command Mode***

---

### **General Information**

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

If your system has the **#70 Voice Response Relay Command Mode**, follow the procedure below.

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

### **Using the Voice Response #70 Relay Command Mode**

☐

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

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

**Voice Prompt:**    ***"ENTER DEVICE CODE NOW"***

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

**Voice Prompt:**    ***"(Voice Descriptor), DEVICE ## ON/OFF."***

***"For Voice Descriptor ON, ENTER 2,  
for Voice Descriptor OFF, ENTER 1."***

"##" represents the 2-digit device number, and (Voice Descriptor) is the relay phone descriptor programmed by the installer for that device (for example, **HALL LIGHT**).

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

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

## ***Using the Phone Panic Feature***

---

Any on-premises touch-tone phone connected into the security system can be used as a panic station, providing your installer has programmed your security system for this feature.

To generate a phone panic alarm:

1. Pick up a premises phone.
2. Enter your two-digit phone code.
3. Press six “1” keys in a row to trigger an alarm that emulates a keypad panic ([\*] + [#]).



---

Be sure to test each phone on the premises periodically to ensure proper operation.

---

## ***Using the Novice Voice Menu***

---

If you do not enter a Touch-tone command to the system within five seconds after the last status message was announced, it will be assumed that help is needed, and the system will enter a “novice mode.” You will then be prompted to enter the 4-digit system code. If there is no response to the system code request, the message will be repeated two more times at five-second intervals. At this point, the system will end the session by saying “**GOOD-BYE**,” and disconnect from the phone line.

If the system code was entered, a phone menu of the more common user commands, (**Disarm, Arm-Away, Arm-Stay, Relay Control, and Thermostat Control**) will be provided. Again, if you do not enter a command, the menu will be repeated two more times at five-second intervals. At this point, the system will end the session by saying “**GOOD-BYE**,” and disconnect from the phone line.



---

If the system code is not entered correctly, the system will not respond to the commands. After a five-second pause, you will again be prompted to “**ENTER SYSTEM CODE NOW.**” At this time, you may enter the correct system code.

---

If the system code was correctly entered, the system will respond with a status message as it usually does. The “novice mode” will be re-entered five seconds later.

---

## Programming Speaker Output Mode

---

Pressing “\* \*” on the monitored keypad will trigger a status announcement from the speaker output (except if you have selected the **MUTE** speaker control menu selection). User command confirmation for Entry/Exit, Alarm, and other warnings can also be provided.

If your installer connected an external speaker to the control you must program the speaker output. To do this:

1. Obtain phone access with phone code/user code, as required. Be sure to wait for arming status announcement to end before continuing.
2. Press # 97 on phone keypad.

A menu will be announced, which is shown below. Press “1” or “0” in response to the prompt. The prompt will be repeated after several seconds without a key being pressed in response. To exit speaker control programming, complete all required entries or hang up the phone. If the phone is hung up before the Phone Module announces “Exiting”, then any changes made will be lost. If a key other than “1” or “0” is pressed, a buzzer sound will be generated in the phone handset, and the menu request will be repeated.

### Voice Menu for Programming Speaker Output Mode:

SPEAKER CONTROL CATEGORIES	DESCRIPTION
<b>MUTE:</b> 1 = Yes, 0 = No	Disables all possible speaker output including those sounds listed below. It will also disable the status announcement provided when the “*” key is pressed twice on the monitored keypad. It will not mute certain panel synthesized phone commands that the control directs to the speaker, such as transmitter learn mode speaker output. If “1” is pressed, the system will announce “ <i>Exiting</i> ,” and exit speaker output mode.
<b>ALL ON:</b> 1 = Yes, 0 = No	Enables all sound categories. If “1” is pressed, the system will announce “Exiting”, and exit speaker output mode.

## ***Programming Speaker Output Mode (cont'd)***

---

<b>SPEAKER CONTROL CATEGORIES</b>	<b>DESCRIPTION</b>
<b>WARNINGS:</b> 1 = Yes, 0 = No	Controls all sounds initiated by the control panel, not directly as a result of a user command. This category includes AC loss, system low battery, checks, test mode beeps and other control panel system messages. Exceptions are alarms, chime and entry/exit delay sounds, which are controlled separately.
<b>CHIME:</b> 1 = Yes, 0 = No	If enabled, the speaker will echo chime sounds from the monitored keypad address. If disabled, other beeping sounds such as those initiated in test mode will also be disabled.
<b>ALARMS:</b> 1 = Yes, 0 = No	Controls speaker announcement of alarms and fire alarms.
<b>MAIN KEYPAD:</b> 1 = Yes, 0 = No	Controls arming and other user command confirmations when the monitored keypad has been used to key in the command.
<b>ENTRY/EXIT DELAY:</b> 1 = Yes, 0 = No	Allows slow beep entry/exit sound and phone announcements to be controlled.
<b>KEYS and OTHER DEVICES:</b> 1 = Yes, 0 = No	Will control speaker output when the applicable partition is armed or disarmed by devices other than the monitored keypad. Wireless keys, wireless keypads, scheduled arming (if available), and arming from a remote PC all fall into this category.

The categories of control shown in the table above will apply in most cases. When multiple events occur in the system at the same time, one of the categories may take priority, resulting in speaker output even though some of the categories may have been disabled. To completely disable the speaker in all cases, use the **MUTE** command.



---

The speaker output is for auxiliary use only and is not intended to replace the system's primary sounder or siren.

---

## ***If You Have Difficulty with the Phone System***

---

### **THE SECURITY SYSTEM CANNOT BE ACCESSED FROM AN ON-PREMISES PHONE.**

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

### **NO TONES FROM TOUCH-TONE PHONE.**

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

### **THE SECURITY SYSTEM CANNOT BE ACCESSED FROM AN OFF-PREMISES PHONE.**

- Either the 2-digit phone code or the system security code may have been entered incorrectly. Verify both codes and try again.
- Remote access from an outside phone may have been turned **OFF**. If so, remote phone access can only be turned **ON** again from an on-premises phone.
- At the on-premises phone, enter your 2-digit Phone Code to access the security system. Listen to the status report which will tell you whether remote access has been turned off. If turned off, key the following:  
Your 4-digit master system security code + [#] + [9] + [1].

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

### **REMOTE PHONE ACCESS KEEPS TURNING OFF AUTOMATICALLY.**

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

## ***If You Have Difficulty with the Phone System (cont'd)***

---

**THE SYSTEM HAS BEEN ACCESSED AND STATUS REPORT ANNUNCIATED, BUT A COMMAND CANNOT BE EXECUTED.**

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

- Keying of entry may have been too rapid – make key entries slowly and firmly.
- You may have keyed entries while the system was speaking. Make your key entries only during pauses in annunciations by the system.
- The System Security code entered may be incorrect.
- Certain command functions have restrictions. For example, the PANIC function cannot be initiated via the phone if the control is in the programming mode and the TEST mode can only be initiated from an on-premises phone.
- Also, assigning temporary user codes via the phone is not possible with some systems – check with your installer.

**"See System Keypad"** Phone Message Is Annunciated.

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

1. **If the security system is in the TEST mode.** In this mode, a fixed-word keypad will only display the normal **NOT READY** message, while an Alpha keypad will display **TEST IN PROGRESS** in some systems, unless a zone is faulted, in which case the zone number (and description if an Alpha keypad) of that zone will be displayed.

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



## ***If You Have Trouble with Your Regular Telephone Service***

---

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

If the regular phone service works correctly after the plug has been disconnected from the RJ31X wall jack, the security system has a problem and you should call your installing company for service immediately. If, upon

disconnection of the security system from the RJ31X wall phone jack, there is still a problem with telephone service, notify the telephone company that they have a problem and request prompt repair service.

### **Important:**

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

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

## **FEDERAL COMMUNICATIONS COMMISSION (FCC) PART 15 STATEMENT**

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

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

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

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

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

"Interference Handbook."

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

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

### **FEDERAL COMMUNICATIONS COMMISSION (FCC) PART 68 STATEMENT**

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

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

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

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

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

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

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

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

This equipment is hearing-aid compatible.

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

## LIMITED WARRANTY

Alarm Device Manufacturing Company, a Division of Pittway Corporation, and its divisions, subsidiaries and affiliates ("Seller"), 165 Eileen Way, Syosset, New York 11791, warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for 18 months from the date stamp control on the product or, for products not having an Ademco date stamp, for 12 months from date of original purchase unless the installation instructions or catalog sets forth a shorter period, in which case the shorter period shall apply. Seller's obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any product which is proved not in compliance with Seller's specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Ademco factory service. For warranty service, return product transportation prepaid, to an authorized Ademco Distributor. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

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

**ADEMCO**  
**GROUP**

165 Eileen Way, Syosset, New York, 11791

Copyright © 1997 PITTWAY CORPORATION

N6432-3 7/97