

4286

SECTION 4

Basic Operating Guide

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Phone Code

Phone access to the security system is obtained by entering an installer-programmed 2-digit phone code, which can be any number from 1 through 9 followed by a * or #.

Phone Access When On-Premises

Pick up the phone and enter the programmed **phone code**. Annunciation of a system status report will automatically start.

*If the system is in alarm when the phone code is entered, a voice prompt will ask for entry of the system security code ("ENTER SYSTEM CODE NOW").**

**In some systems, there will not be a voice prompt to enter the system code. If no prompt is given, key an OFF sequence (system code plus OFF) during, or just after the status report to turn alarm off.*

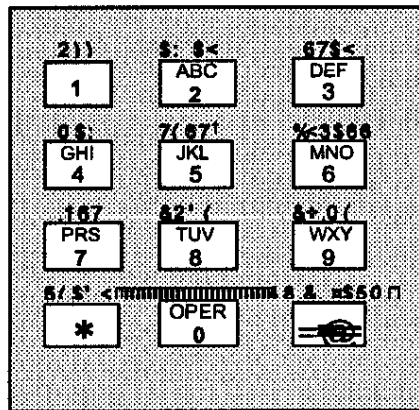
To perform system commands, see "TYPICAL TELEPHONE KEYPAD SHOWING EQUIVALENT COMMAND FUNCTIONS" below.

In most systems, the alarm will shut off and a system status report will automatically start.

Phone Access When Off-Premises

1. Dial the premises phone number.
 - *If the system replies directly (even if the system is in alarm), 2 long tones will be heard, followed by a voice prompt "HELLO, ENTER PHONE CODE NOW". Enter the 2-digit phone code.*
 - *If the answering machine replies, enter the 2-digit phone code during a pause at the beginning of, or during, the outgoing message. Do NOT enter the code after the machine starts recording.*
 - *If a person answers, tell that person to hold. Enter the 2-digit phone code within the first 20 seconds of the pick-up.*
2. **When you have entered the 2-digit phone code, a voice prompt will ask for entry of the 4-digit security code, "ENTER SYSTEM CODE NOW".**
3. Enter the 4-digit system security code. As a safety feature, there is a 3-try limit in which to enter each code (phone code and system code), after which time the call-in will be aborted. Also, if no keys are pressed for a period of 20 seconds, the call-in will be aborted.
4. Annunciation of a system status report will start if you have entered both codes correctly. The end of the status report may be signaled by a 2-tone chime sound. To perform system commands, see instructions to follow.

TYPICAL TELEPHONE KEYPAD SHOWING EQUIVALENT COMMAND FUNCTIONS



Key	Function
1	= OFF
2	= AWAY
3	= STAY
4	= MAXIMUM
5	= TEST †
6	= BYPASS
7	= INSTANT
8	= CODE
9	= CHIME
*	= READY
†	ON-PREMISES PHONE ONLY
*	IF PROGRAMMED



You **CANNOT** initiate a phone "PANIC" from the telephone keypad while in the thermostat, speaker control, or 4286 programming mode.

Performing System Commands

During any pause in the status report, or immediately following it, key the desired command (except PANIC) via the keypad on the phone. Use the same key sequence indicated for commands in the security system's User's Manual.

Example: To arm **AWAY**, enter the security code, then press key "2". If the command entry was successful, two "beeps" will be heard, followed by voice confirmation, for example, "**ARMED AWAY, EXIT NOW.**"

If you encounter any difficulty with the operation of the phone access system, refer to Section 5. TROUBLESHOOTING this manual.

4286 VIP Module Installation Instructions

A list of confirmation sounds and voice announcements that follow successful command entries is provided below.

Confirmation Sounds & Voice Announcements After Command Entries

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

[†] If desired, you may exit during the Exit Delay period.

* This function cannot be performed via the telephone with some controls; check the control's Installation Instructions.

For those commands where the 4286 VIP Module's vocabulary does not provide annunciation, (for example TEST, etc.), a beep will be heard (if appropriate) following a successful entry and the words "**SEE SYSTEM KEYPAD**" will be annunciated.

Turning Remote Phone Access On and Off

Remote telephone access to the security system can be toggled on and off via an on-premises phone (or via a wired keypad) by keying the following:

4-digit Master security code + + +

The synthesized voice response will be: "**CALL-IN TO SYSTEM [ON] or [OFF]**", with **2 beeps** when turned ON, and **1 beep** when turned OFF.

Some systems will not give voice responses, but will give the beeps.



Remote Access **CAN** be turned OFF from an off-premises phone, but **CANNOT** be turned ON.



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

Installations Where The Telephone System Includes An Answering Machine

When accessing the system via an outside phone when the installation includes an answering machine, enter the 2-digit phone code during the first 20 seconds of the OUTGOING message on the answering machine (preferably during a pause in the outgoing message), **before it begins recording an incoming message.**

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

If there is difficulty obtaining phone access when trying to use this procedure, instruct the end user to re-record the outgoing message on the answering machine, but leave a 2-second pause at its beginning (for entry of phone code on an outside call-in).

Example: (2-second pause) *"This is the Smith residence. I can't come to the phone just now..... Please leave a message after the tone."*

End User Relay Command Mode When Using the 4286 VIP Module

For information on whether operation of the end-user Relay Command mode via the telephone is possible with the control being used, refer to the control's Installation Instructions and the following.

Voice feedback is possible only with the **4286 VIP Module**, and only with certain controls.

The following is a summary of the different methods available for manual operation of relays and/or power line carrier devices via the phone in various Ademco systems. These end user functions are discussed in the 4286 VIP Module User's Guide.

VISTA 10, VIA-30P

These control panels can use non-voice response relay commands to manually turn devices on or off. However, field *80 (Output Relay programming) must include

System Operation choices 34 (Code + # + 7) and/or 35 (Code + # + 8) for ZT (Zone Type/System Operation) for a selected relay.

When so programmed, the relay for which System Operation choice 34 or 35 was selected can be manually activated or de-activated by keying:

Code + # + 7 or Code + # + 8.

VISTA 20 (all controls)

This control panel uses non-voice response relay commands to manually turn devices **on** or **off**, as follows:

4-digit system code + # + 7 + device No. will turn **on** the device.

4-digit system code + # + 8 + device No. will turn **off** the device.



The above mentioned controls will **NOT** provide voice feedback and there will be no voice confirmation over the phone that the command has been executed. However, wired keypads in the security system will "beep" for confirmation.

VISTA 40, VISTA 50P

These control panels use the interactive "# 70 Relay Command Mode" to manually turn devices **on** or **off**.

Using the Phone Panic Feature

On-premises Touch-tone phones wired as shown in the 4286 "Summary of Connections" can be used as panic stations. Program the control as appropriate for " * # " keypad panics. See instructions for the control panel and the 4286 programming form.

To generate a panic signal, pick up a premises phone, enter the two-digit phone code programmed into the control. Pressing six "1" keys in a row will trigger a keypad " * # " panic in the control panel. Be sure to wait the one minute startup delay after exiting the control panel programming mode before you test this feature. Be sure to test each phone on the premises to ensure proper operation. Phones wired before the control panel or 4286 line-seize can NOT be used to obtain access to the system nor used as panic stations.

Using the Novice Voice Menu

If the user does not enter a command to the 4286 within five seconds after the last status message was announced, it will be assumed that help is needed, and the 4286 will enter a "novice mode." The user will then be prompted to enter the 4-digit system code. If there is no user response to the system code request, the message will be repeated two more times at five-second intervals. At this point, the Module will end the session by saying "*GOOD-BYE*," and disconnect from the phone line.

If the system code was entered, a voice menu of the more common user commands, (Disarm, Arm-Away, Arm-Stay, Relay Control, and Thermostat Control) will be provided. Again, if there is no user response, the menu will be repeated two more times at five-second intervals. At this point, the voice Module will end the session by saying "*GOOD-BYE*," and disconnect from the phone line.



The 4286 VIP Module does not differentiate between correct and incorrect system codes; that is the function of the control panel. If the system code is not entered correctly, the control panel will not respond to the commands. After a five-second pause, the user will again be prompted to "*ENTER SYSTEM CODE NOW*." At this time, the user may enter the correct system code.

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

About the Speaker Output

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



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