Automatic Voice Dialer Setup and Installation

Introduction

The Auto Dialer allows voice-to-voice between a caregiver and a resident. When a resident activates an alarm via a pendant, push button, pull cord or nurse call cord, the Auto Dialer will dial a phone number or extension and play a pre-recorded message to a caregiver. The caregiver can then listen into the room to determine severity and if desired, proceed to have a two-way conversation with the resident.

The Auto Dialer features busy line and no-answer detection to ensure prompt transmission of up to 2 prerecorded messages delivered sequentially to as many as 4 phone numbers. When activated, the dialer instantly begins calling the numbers in sequence, delivering each message 2 times in a row.
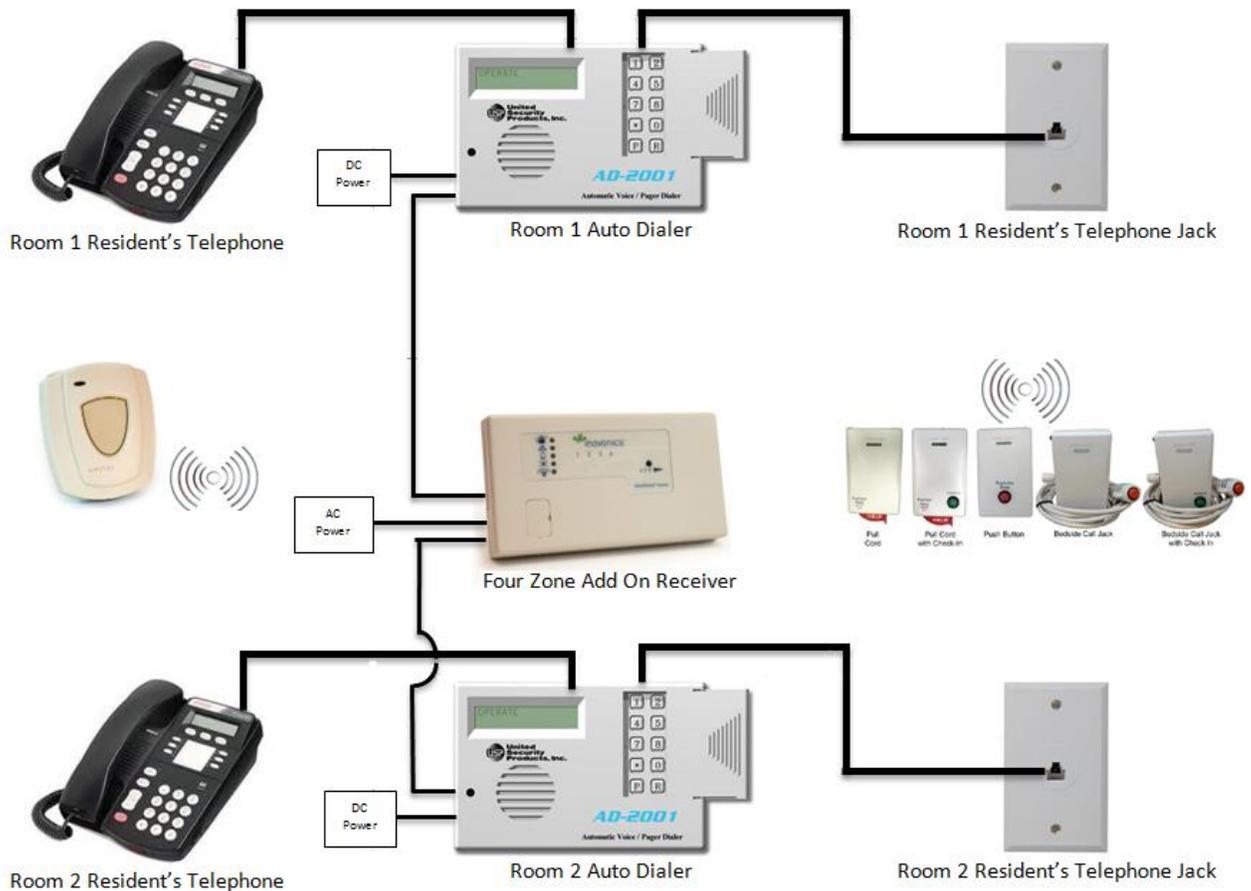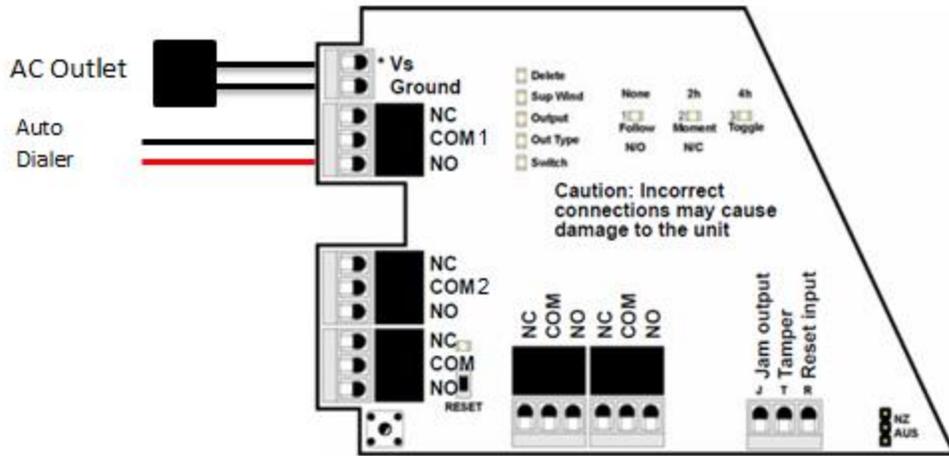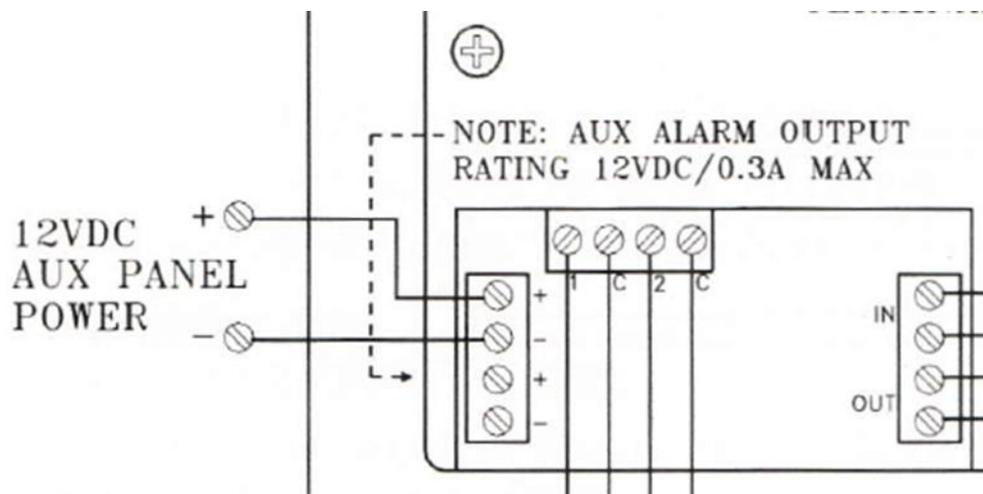
Installation

Figure 1: System Configuration

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1. First determine the optimal location for the Auto Dialer.
   - The Auto Dialer can be mounted to the wall or be placed on a flat surface such as a night stand or end table.
   - The Auto Dialer must be within 6 feet of an AC outlet.
   - If the distance to the nearest phone jack is greater than 6 feet, a phone extension cable will be needed (not included).
   - The Auto Dialer should not be placed in a location where any obstructions can be placed in front of it.
   - If the Auto Dialer is placed in a multi-room dwelling, it is best to locate it where the speaker can best be heard. Although the volume can be adjusted, it is best to keep the distance to a potential conversation range of 25 feet.
   - Consider the hearing ability of the resident.
   - Avoid a location with extreme cold or hot, direct sunlight, excessive humidity and away from equipment that generate strong magnetic fields.
   - Avoid placing near large metal objects and areas that produce smoke, dust and mechanical vibrations.
2. Determine the location of the Four Zone Add-On Receiver
   - If the Four Zone Add-On Receiver will only service one room, it can be placed either in the dwelling or in the hallway outside the dwelling. If the Add-On receiver is servicing two rooms, then it must be installed in the hallway.
   - It must be located within 10 feet of an AC outlet.
   - It can be wall mounted above or below a drop ceiling.
3. Once the locations of the devices are determined, route the provided wire between each device.
4. Terminate the Four Zone Add-On Receiver as follows:
   - Remove cover from the Four Zone Add-On Receiver enclosure.
   - Remove outer insulation from 22 G wire and strip the ends of the red and black wires.
   - Into the terminal block connect the stripped red wire that leads to the Auto Dialer to "NO" of COM 1
   - Into the terminal block connect the stripped black wire that leads to the Auto Dialer to "COM 1"
   - When wiring a second room repeat this but place the wires into COM2
   - Leave the enclosure cover off. It will be reassembled following the final system test.

Figure 2: Four Zone Add-On Receiver

5. Terminate the power to the Four Zone Add-On Receiver. Attach the 10 foot power cord by terminating the fork terminals onto the back side of the plug in power adaptor. Since polarity is not an issue either fork terminal can go into either termination screw. Next terminate the plug in power adaptor into the Four Zone Add-On Receiver by attaching the stripped wires to "Vs" and "Ground". Plug the plug in power adaptor into an AC wall socket.

6. Reassemble the Four Zone Add-On Receiver enclosure and attach to wall at desired location.

7. Terminate the Auto Dialer as follows:

   • Remove the back panel to gain access to terminal blocks.

   • Into the terminal block connect the stripped red wire to "1"

   • Into the terminal block connect the stripped black wire to "C"

   • This same wiring can be repeated for a second dwelling.

Figure 3: Auto Dialer

8. Terminate the power to the Auto Dialer. Since it is polarity sensitive make certain that the positive lead from the plug in power adaptor terminates to the "12V +" and the negative lead from the plug in power adaptor terminates to the "12V -" (see Figure 3). Plug the plug in power adaptor into an AC wall socket.

9. Reassemble the back cover of the Auto dialer. It has knockouts that if removed allow the cover to be reassembled. Place Auto Dialer in its desired location, either mounted to wall or resting on a flat surface.

10. Disconnect the resident's telephone cord from its wall jack. Run the telephone cord supplied with the Auto Dialer from this jack to the jack on the topside of the Auto Dialer labelled "IN".

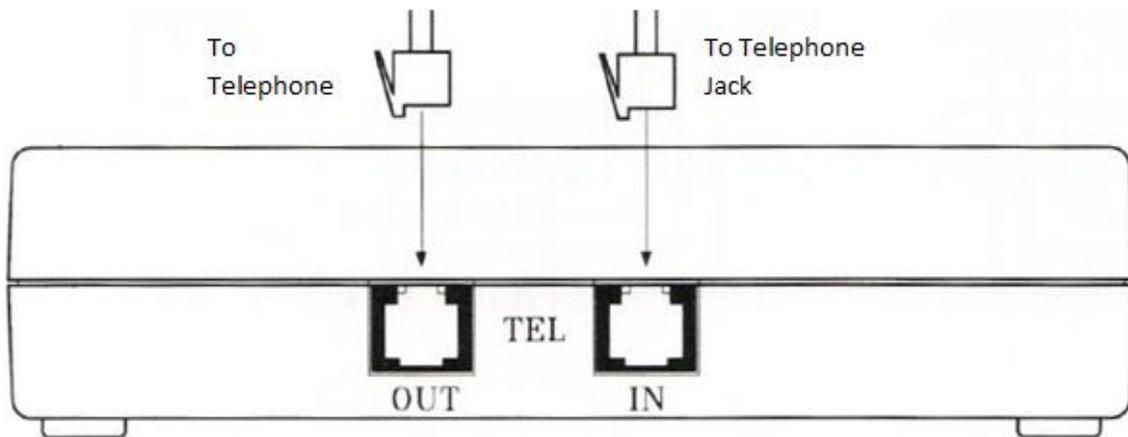11. Plug the telephone cord to the jack on the topside of the Auto Dialer labelled "OUT".

Figure 4: Telephone Cord Plug In

Programming the Four Channel Add-On Receiver

Once the wiring is completed, the installer/user must assign devices. For a single room, one can assign up to four devices and for two rooms one can assign up to two devices for each room. To assign devices, you must remove the cover from the Receiver to access the circuit board. The circuit board of the QR Plus Receiver has 3 buttons: Advance, Program and Reset. The program technique entails pressing the Advance button to index to the desired choice as indicated by the illuminated LED aside the option to be programmed. This is then followed by pressing the Program button to lock in that choice. If re-programming the receiver you must first perform a factory RESET to clear the Receiver.

Factory Reset
1. Disconnect the power.
2. Simultaneously hold the RESET and ADVANCE button.
3. While holding those buttons, reconnect power.
4. Release the buttons; the Receiver will now be reset to its factory default configuration.

Assign a Device to an Output

To assign a device to an output refer to the Configuration Steps tables. Devices can only be added one at a time so perform the steps in the table from top to bottom then moving right for the next device. The first table is for configuring devices to the Four Channel Add-On Receiver for a single room and the second is for two separate rooms.

NOTE: Perform the steps, one device at a time.

Single Room Configuration Steps

Steps	Device 1	Device 2	Device 3	Device 4
Press ADVANCE button. Press button until the lit LED matches the appropriate device value in the column to the right*. Press PROGRAM button to begin programming.	1	2	3	4
Press ADVANCE to set supervision. Press button until the lit LED matches the device value in the column to the right. Once selected press PROGRAM.	None	None	None	None
Press ADVANCE to set the output relay. Press button until the lit LED matches the device value in the column to the right. Once selected press PROGRAM.	1	1	1	1
Press ADVANCE to set the output type. Press button until the lit LED matches the device value in the column to the right. Once selected press PROGRAM. All indicator lights will light and the programmed point will flash.	Follow	Follow	Follow	Follow
Reset the device. Depending on the device reset it by removing and reinserting the battery or in the case of the Pendant pressing the reset button. Observe that the indicator lights turn off and the lit LED that illuminates matches the appropriate device value in the column to the right.	1	2	3	4
Repeat the above steps for each additional device.				

Two Room Configuration Steps

Steps	Room 1		Room 2	
	Device 1	Device 2	Device 1	Device 2
Press ADVANCE button. Press button until the lit LED matches the appropriate device value in the column to the right *. Press PROGRAM button to begin programming.	1	2	3	4
Press ADVANCE to set supervision. Press button until the lit LED matches the device value in the column to the right. Once selected press PROGRAM.	None	None	None	None
Press ADVANCE to set the output relay. Press button until the lit LED matches the appropriate device value in the column to the right. Once selected press PROGRAM.	1	1	2	2
Press ADVANCE to set the output type. Press button until the lit LED matches the appropriate device value in the column to the right. Once selected press PROGRAM. All indicator lights will light and the programmed point will flash.	Follow	Follow	Follow	Follow
Reset the device. Depending on the device reset it by removing and reinserting the battery or in the case of the Pendant pressing the reset button. Observe that the indicator lights turn off and the lit LED that illuminates matches the appropriate device value in the column to the right.	1	2	1	2
Repeat the above steps for each additional device.				

NOTE: * If a transmitter is already assigned, the **DELETE** light illuminates. Before continuing with programming you must delete the point.

To Delete a Device
1. Select **ADVANCE** to select the point to delete.
2. Select **PROGRAM**, the red **DELETE** light illuminates.
3. Select **ADVANCE** again to delete the point.

Programming the Auto Dialer

Complete the following sequence of steps on each Auto Dialer. Entering M twice will take you back into or out of the Program Mode. Refer to the manufacturer's Program and Install Manual for additional detail.

To manage the Auto Dialer system, it is a best practice to log each Auto Dialer to maintain records on contacts and configurations. Refer to Appendix A for an example of a log for each Auto Dialer.

First Time Installation to Initialize Dialer
1. Apply power to the Auto Dialer
2. The LCD screen will read "NOT PROGRAMMED PRESS KEYPAD #1"
3. Press 1 on the keypad.
4. The LCD screen will read "PROGRAM: NUMBERS"
5. Proceed to Programming Telephone and/or Pager Numbers

Programming Telephone and/or Pager Numbers

LCD Screen Readout	Steps taken to program Auto Dialer
PROGRAM: NUMBERS	Press 1 (YES)
SELECT: 1 - 4	Press 1
PAGER	Press 2 (NO)
ENTER NUMBER	Enter telephone number that Auto Dialer will contact. Once entered hit *. Note that a 1 must precede the area code and that for outgoing calls many systems require dialing 9
SELECT: 1 - 4	If escalation to a second telephone number is desired press 2 and return to Step 3. The Auto Dialer will allow up to four escalation telephone numbers. If all numbers are entered press 0 (DONE).

Programming the Telephone Line

LCD Screen Readout	Steps taken to program Auto Dialer
PROGRAM: T-LINE	Press 1 (YES)
PROGRAM: T-LINE	Press 1 (TONE)
PROGRAM: PBX	Press 2 (OFF)
PROGRAM: ATTEMPTS	Press 1
PROGRAM: MESSAGE	Press 2

Programming and Recording Your Outgoing Messages

LCD Screen Readout	Steps taken to program Auto Dialer
PROGRAM: OGMS	Press 1 (YES)
OPT #1: NO OGM	Press 2 (NO)
OPT #1: 1 OGM	Press 1 (YES)
RECORD OGM	Press and hold R on the keypad during recording of message. Speak loud and clear 6-12 inches from the microphone on the Auto Dialer. To end recording release the R key.
PLAY OGM (S)	Press 1 (YES) to hear recorded message
ACCEPT	Press 1 (YES) to accept message or 2 (NO) to decline message. This will return you to Step 1
DISABLE MIC	Press 2 (NO)

Programming the Channels

LCD Screen Readout	Steps taken to program Auto Dialer
PROGRAM: OGMS	Press 1 (YES)
SELECT: 1 - 4	Press 1
CH 1: ENABLE	Press 1 (YES)
CH 1: EXIT DELAY	Press 2 (NO)
CH 1: ENTRY DELAY	Press 2 (NO)
CH 1: N.O./N.C.	Press 1 (N.O.)
CH 1: MOM/CONT	Press 1 (MOM)
CH 1: DIAL #1	Press 1 (YES)
CH 2: DIAL #2	Press 2 (NO)
CH 1: OGM1	Press 1 (YES)
ACCEPT	Press 1 (YES); Press M twice to exit program mode. The LCD screen will read OPERATE

Operating the System

The Auto Dialer offers three operating features for communicating between the resident's dwelling and the caregiver's telephone.

Listen-In

After receiving a call from the Auto Dialer, the caregiver can press "1" on the phone to listen in to resident's dwelling for one minute. The duration can be extended indefinitely by repeatedly pressing "1" to reset the one minute countdown timer. Note: The outgoing message will stop playing as soon as "1" is pressed, and the listen-in period starts immediately.

Two-Way

Once the listen-in capability is active, the caregiver can press "2" to begin a two-way conversation. Note that only one person can talk at a time. This dialog lasts for one minute, but the count-down timer can be reset by pressing "2" before the call disconnects. Once you are in two-way mode you cannot go back to Listen-In.

Remote Turn-Off

If in listen-in or two-way, simply press" #" twice in one second to disconnect the call when the conversation is completed. This will prevent the resident from hearing a dial tone on the Auto Dialer.

Testing the System

When testing the system, the caregiver must be in a remote location from the auto-dialer to prevent interference. Test the system by having someone in the dwelling initiate an alarm using one of the dwelling's alarming devices. Verify that the alarm reaches the telephone and once the telephone is answered it plays the recorded message.

Repeat for other configured alarming devices designated for that same dwelling.

NOTE: System Test Instructions (Requires two people)

Steps
Make certain that the LCD screen on Auto Dialer reads OPERATE. If not hit M until it does.
Make certain that the programmed telephone is remote to Auto Dialer, preferably outside the dwelling of the resident.
Initiate an alarm on a NC device.
The person on the telephone should hear the telephone ring in a little more than ten seconds.
Answer the telephone and wait for the recorded message to play. After listening to the recorded message the person on the telephone must verify that the message is audible and easily understood. Press "1" on the telephone.
Have someone located at the Auto Dialer and have them say a test statement (e.g. "This is a test"). The person on the telephone must verify that the message is audible.

Steps
After listening-in to the person at the Auto Dialer, the person on the telephone can press " 2" to begin a two-way conversation lasting for one minute. After pressing "2" the person on the telephone and the person at the Auto Dialer can have a short conversation lasting less than a minute. If the minute is exceeded the telephone connection will be terminated by the Auto Dialer. If the conversation needs to be longer than a minute the person on the telephone can press "2" again to get another 1 minute period.
Once the conversation test is complete the person on the telephone must press" #" twice in one second for a remote turn-off.
TEST COMPLETE
Repeat test for additional devices.
If the Four Zone Add-On Receiver is not in its final mounting location, mount it and return the cover to the enclosure.

Appendix A

Auto Dialer Program Parameters for Room	

Program: Numbers

Number	Telephone Number	Name of Party to be Reached
1		
2		
3		
4		

Program: T-Line

Tone	Pulse	PBX		Attempts	Message Repeat
		On	Off	1 through 9	1 through 3

Program: Outgoing Messages

Option		Style	Voice Message in Use
	1	No message	
	2	1 message	
	3	2 messages	
	4	ID + 2 messages	

Program: Channels

CH	Enable		Exit Delay (secs)			Entry Delay (secs)			Activation				Dial Number				Play Msg.	
	Y	N	Y	N	1-99	Y	N	1-99	NO	NC	MOM	CONT	1	2	3	4	1	2
1																		
2																		