



# MEDI-CALL UNIT



# INSTALLATION MANUAL

[Medi-Call V2.0 - V2.7 Installation Manual](#)



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To the best of our knowledge, the information contained in this manual is correct at the time of print. SmartLink International Pty Ltd reserve the right to make changes to the features and specifications at any time without prior notice in the course of product development.

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# 2. INTRODUCTION

Your SmartLink unit has been designed to provide you with the freedom and peace of mind in that, should you need assistance or HELP, it is available to you 24 hours a day with the simple press of a Button.

The modern slim line design of the SmartLink unit allows it to be installed unobtrusively anywhere and is ready when you need help. HELP can be summonsed by pressing a Button on your personal Pendant or Wristwatch, which you can wear both inside your home or outside in the garden, ready for any emergency, giving you the freedom you enjoy for total control at all times.

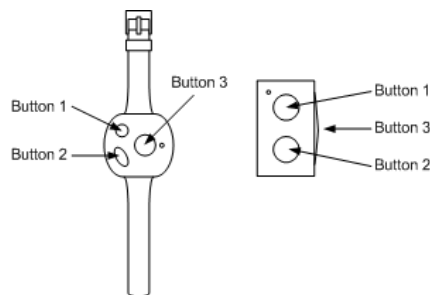
The SmartLink unit has been built to the highest of technical standards for the protection of people and property and manufactured to Australian and International quality standards.

Your SmartLink unit can be supplied with additional fixed or portable Radio Key Pendants, which can be worn or placed around the home as needed. Please contact your supplier for more information.

# 3. SMARTLINK FEATURES

## RADIO KEY PENDANTS

**Wristwatch, Neck Chain or Fixed Waterproof Pendants**



**Button 1 = ARM or CALL**  
**Button 2 = OFF or CANCEL**  
**Button 3 = PANIC**

**Wall Mounted Call Points (Wireless)**



**Dementia Proximity Key (Blue Colour)**



**Box Style Water Resistant Pendant (Arthritis)**



**Man-Down Water Resistant Pendant**



## RADIO DETECTORS

**Radio Smoke Detector**



**Radio PIR Detector (Inactivity)**



**Radio Reed Switch (Inactivity)**



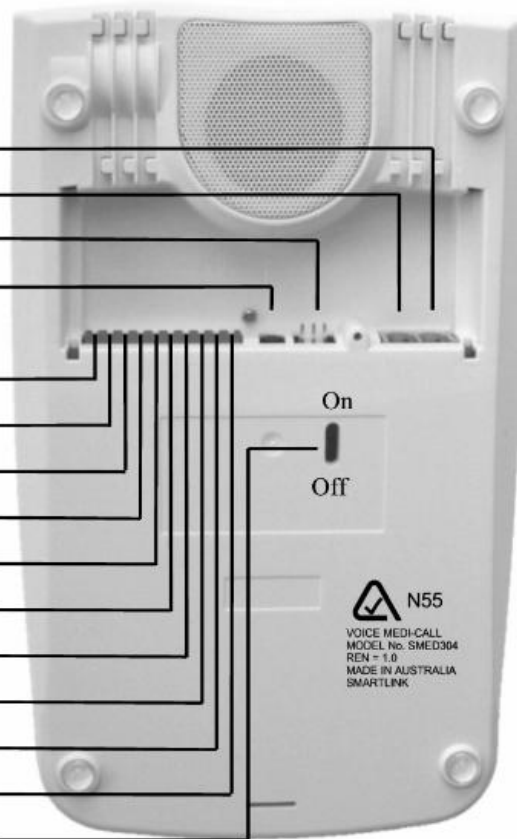
# 3. SMARTLINK FEATURES

**TOP VIEW**



- Mains Power Indicator
- Low Battery Indicator
- Help (Red) Button
- Cancel (Green) Button
- Display

- Handset
- Telephone Line In
- Power Input
- Audio Output
- Output 3
- Output 2
- Output 1
- Input 4
- Input 3
- Input 2
- Input 1
- Data Output
- Data Input
- Common
- Battery Switch



**BOTTOM VIEW**

N55  
VOICE MEDI-CALL  
MODEL No. SMED304  
REN = 1.0  
MADE IN AUSTRALIA  
SMARTLINK

# 4. PROGRAM MODE

To enter one of the Programming Modes, the SmartLink unit must be turned Off by unplugging the Mains and the Battery Switch must also be Off. There are two types of Programming Modes:

1. Product Programming - which programs SmartLink to a different Product Type.
2. Programming Options - which programs SmartLink Menu Options.

## 4.1 PRODUCT PROGRAMMING (Default = Medi-Call Ademco)

The Product Type is programmed by entering the Special Code on the SmartLink unit. This will reset all Programming Options and will have to be completely reprogrammed again in the new mode. If the code is unknown then the SmartLink unit will default to the previous Product Type and it's Option Programming will be maintained. The SmartLink unit will remain in this Mode for only 5 minutes if the code hasn't been entered.

### To enter Product Programming:

1. Hold down the **CANCEL (Green) and HELP (Red) Buttons** and Power up the SmartLink unit.
2. The SmartLink unit will beep once while "PP" will be displayed to indicate that it is in Product Programming.
3. **Using the CANCEL (Green) and HELP (Red) Buttons, a Code may be entered as follows:**
  - a. **MEDI-CALL ADEMCO** - Press **CANCEL, CANCEL, CANCEL, HELP**
  - b. **MEDI-CALL BRITISH DTMF** - Press **CANCEL, CANCEL, HELP, HELP**
  - c. **MEDI-CALL CONTACT ID** - Press **CANCEL, HELP, HELP, HELP**
4. Press the **CANCEL (Green) and HELP (Red) Buttons at the same time** to acknowledge end of Product Programming. The SmartLink unit will beep twice while "u\_" is displayed to indicate that it is now in Options Programming.

## 4.2 PROGRAMMING OPTIONS




NOTE: If NO Buttons on the SmartLink unit or the Radio Key Pendants have been pressed within 5 minutes, the SmartLink unit will revert back to NORMAL OPERATION MODE (NB: A Client Account Number and at least one Phone Number must be programmed in for the SmartLink unit to Exit Program Mode and enter Normal Operation Mode).

### To enter Options Programming:

1. Turn the Battery Switch to On and plug in the Mains.
2. The SmartLink unit will display the version number for 0.5 seconds and beep once.
3. "u\_" is displayed to indicate that it is in Programming Options.











## 4.3 PROGRAMMING RULES

The easiest way to program the SmartLink unit is to use the large **CANCEL (Green) Button and the HELP (Red) Button on the SmartLink unit or using a programmed 3 Buttons Radio Key Pendant (ON, OFF & PANIC).**

1		Press the <b>CANCEL (Green) Button</b> on the SmartLink unit to <b>scroll through</b> the Main Menu Options or the Sub Menu Options.
2		Press the <b>HELP (Red) Button</b> on the SmartLink unit to <b>view the programmed value</b> for that option. The values will be displayed flashing. To step through values, press the <b>HELP (Red) Button</b> again.
3		To <b>store an option</b> selected, press the <b>CANCEL (Green) and HELP (Red) Buttons</b> at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.

# 5. PROGRAMMING OPTIONS

## 5.1 PROGRAMMING MAIN MENU OPTIONS

Option	Page	Descriptions
	7	<b>KEYS (PENDANTS) PROGRAMMING OPTIONS</b>
	9	<b>DETECTORS PROGRAMMING OPTIONS</b>
	11	<b>HARDWIRED INPUTS PROGRAMMING OPTIONS</b>
	11	<b>AUXILIARY OUTPUTS PROGRAMMING OPTIONS</b>
	12	<b>PHONE NUMBERS PROGRAMMING OPTIONS</b>
	13	<b>PREFERENCE PROGRAMMING OPTIONS</b>
	18	<b>SYSTEM PROGRAMMING OPTIONS</b>
	20	<b>REPORT PROGRAMMING OPTIONS</b>
	22	<b>DOORBELL TUNE PROGRAMMING OPTIONS</b> (Note: V2.5 Onwards)
	22	<b>EXIT PROGRAM MODE</b>



















**Note:** The easiest way to program the SmartLink unit is to use the large CANCEL (Green) Button and the HELP (Red) Button on the SmartLink unit or using a programmed 3 Button Radio Key Pendant (OFF, ON and PANIC).

1. “u\_” is displayed on the SmartLink unit.
2. Press the CANCEL Button (or the OFF Button on a programmed Pendant) to scroll through the Main Menu Options.
3. The Sub Menu may be entered by pressing the HELP Button and the next CANCEL Button pressed (or the ON Button and then OFF Button on a programmed Pendant) will scroll through the particular Sub Menu Options.
4. On the last Sub Menu Option, if the CANCEL Button (or the OFF Button on a programmed Pendant) is pressed, this will revert back to the Main Menu Options.
5. Press the HELP Button (or the ON Button on a programmed Pendant) to scroll through the same Sub Menu Options.

## 5.2 PROGRAMMING SUB MENU OPTIONS













The Sub Menu Options are displayed for each particular Main Menu Option.















### 5.2.1 KEYS (PENDANTS) PROGRAMMING OPTIONS

Option	Description (Note: ADEMCO and BRITISH DTMF Versions)				
	<b>USER KEY 1 (PENDANT) PROGRAMMING</b>				
	un-programmed	No Radio Key Pendant has been programmed for User Key 1			
	Help	Where	ON = Call	OFF = Call	PANIC = Call
	(V2.0 - V2.2) Call	Where	ON = Call	OFF = Restore	PANIC = Call
	(V2.3 onwards) Call	Where	ON = Emergency	OFF = Restore	PANIC = Emergency
	(V2.3 onwards) Help-Call	Where	ON = Call	OFF = Restore	PANIC = Emergency
	(V2.3 onwards) Call-Help	Where	ON = Emergency	OFF = Restore	PANIC = Call
	(V2.0 - V2.2) Restore	Where	ON = Restore	OFF = Restore	PANIC = Call
	Security	Where	ON = Arm	OFF = Disarm	PANIC = Call
	Answer	1 Button Key where PANIC-Initiates Call or if rings are detected will answer the incoming phone call.			
	Dementia	1 Button Blue Radio Key initiates Call on inactivity.			
	(V2.5 onwards) Door Bell 1	1 Button Key where PANIC-Initiates Door Bell Tune 1.			
	(V2.5 onwards) Door Bell 2	1 Button Key where PANIC-Initiates Door Bell Tune 2.			
	(V2.5 onwards) Door Bell 3	1 Button Key where PANIC-Initiates Door Bell Tune 3.			
	Erase	Remove previously Programmed Radio Key.			
	<p><b>To Program a NEW Radio Key Pendant (User Key):</b></p> <ol style="list-style-type: none"> <li>“u1” is displayed on the SmartLink unit. Press the HELP Button on the SmartLink unit.</li> <li>The SmartLink unit must display “-” (unprogrammed). Press any Button on a NEW Radio Key Pendant 3 times. The SmartLink unit will beep with each Button press and on the third Button press, beep twice to acknowledge the Radio Key Pendant is programmed. The status display will also display and flash “HI” (Help) to indicate that the Radio Key Pendant is programmed.  NOTE: If the SmartLink unit gives a long beep on Button presses and displays “-” it indicates that the Radio Key Pendant has already been programmed into the SmartLink unit.</li> <li>Then, using the HELP Button to select an option for the Radio Key Pendant.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol> <p><b>To Erase a Radio Key Pendant (User Key):</b></p> <ol style="list-style-type: none"> <li>Go to the Pendant Option you wish to erase “u1” to “u8”.</li> <li>Then, using the HELP Button to select an option “Er” (Erase).</li> <li>Press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display “-” to indicate that a Radio Key Pendant has been erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>				
 	<b>USER KEYS (PENDANTS) 2 – 8 PROGRAMMING</b>				
	<b>DEFAULT VALUES – Erases all Programmed User Keys (Pendants) u1 to u8</b>				
	<p><b>To Erase all Programmed User Keys (Pendants) u1 to u8:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “-” to indicate that ALL Radio Key Pendants (User Keys u1 to u8) have been Erased.</li> <li>Press CANCEL Button to move to the next Program Option.</li> </ol>				










Option	Description (Note: CONTACT ID Version only)				
<b>u1</b>	<b>USER KEY 1 (PENDANT) PROGRAMMING</b>				
-	un-programmed	No Radio Key Pendant has been programmed for User Key 1			
Pn	Panic	Where	ON = Arm	OFF = Disarm	PANIC = Emergency
du	Duress	Where	ON = Arm	OFF = Disarm	PANIC = Silent Emergency
dP	Delay Panic	Where	ON = Arm	OFF = Disarm	PANIC = Delay Emergency
Pn	Answer	1 Button Key where PANIC-Initiates Emergency or if rings are detected will answer the Phone Call.			
d	Dementia	1 Button Blue Radio Key initiates Call on inactivity.			
b1	(V2.5 onwards) Door Bell 1	1 Button Key where PANIC-Initiates Door Bell Tune 1.			
b2	(V2.5 onwards) Door Bell 2	1 Button Key where PANIC-Initiates Door Bell Tune 2.			
b3	(V2.5 onwards) Door Bell 3	1 Button Key where PANIC-Initiates Door Bell Tune 3.			
Er	Erase	Remove previously Programmed Key.			
	<p><b>To Program a NEW Radio Key Pendant (User Key):</b></p> <ol style="list-style-type: none"> <li>“u1” is displayed on the SmartLink unit. Press the HELP Button on the SmartLink unit.</li> <li>The SmartLink unit must display “- ” (unprogrammed). Press any Button on a NEW Radio Key Pendant 3 times. The SmartLink unit will beep with each Button press and on the third Button press, beep twice to acknowledge the Radio Key Pendant is programmed. The status display will also display and flash “Pn” (Panic for Contact ID) to indicate that the Radio Key Pendant is programmed.  NOTE: If the SmartLink unit gives a long beep on Button presses and displays “- ” it indicates that the Radio Key Pendant has already been programmed into the SmartLink unit.</li> <li>Then, using the HELP Button to select an option for the Radio Key Pendant.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol> <p><b>To Erase a Radio Key Pendant (User Key):</b></p> <ol style="list-style-type: none"> <li>Go to the Pendant Option you wish to erase “u1” to “u8”.</li> <li>Then, using the HELP Button to select an option “Er” (Erase).</li> <li>Press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display “- ” to indicate that a Radio Key Pendant has been erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>				
<b>u2</b>	<b>USER KEY (PENDANT) 2 PROGRAMMING</b>				
<b>u3</b>	<b>USER KEY (PENDANT) 3 PROGRAMMING</b>				
<b>u4</b>	<b>USER KEY (PENDANT) 4 PROGRAMMING</b>				
<b>u5</b>	<b>USER KEY (PENDANT) 5 PROGRAMMING</b>				
<b>u6</b>	<b>USER KEY (PENDANT) 6 PROGRAMMING</b>				
<b>u7</b>	<b>USER KEY (PENDANT) 7 PROGRAMMING</b>				
<b>u8</b>	<b>USER KEY (PENDANT) 8 PROGRAMMING</b>				
<b>dF</b>	<b>DEFAULT VALUES – Erases all Programmed User Keys (Pendants) u1 to u8</b>				
	<p><b>To Erase all Programmed User Keys (Pendants) u1 to u8:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Radio Key Pendants (User Keys u1 to u8) have been Erased.</li> <li>Press CANCEL Button to move to the next Program Option.</li> </ol>				

## 5.2.2 DETECTORS PROGRAMMING OPTIONS









Option	Description (Note: ADEMCO and BRITISH DTMF Versions)	
	<b>DETECTOR 1 PROGRAMMING</b>	
	unprogrammed	No Detector has been programmed for Detector 1.
	Fire	24 hour Alarm, always Active (initiates Emergency).
	Alarm	In-active when DISARMED, Active when ARMED (initiates Emergency).
	Inactivity	Alarms if un-active when DISARMED (initiates Emergency on Channel 7 only), In-active when ARMED.
	(V2.5 onwards) Door Bell 1	Sounds the programmed Door Bell tune when in DISARMED Mode, acts like a Alarm Detector when in ARMED Mode (initiates Emergency).
	(V2.5 onwards) Door Bell 2	Sounds the programmed Door Bell tune when in DISARMED Mode, acts like a Alarm Detector when in ARMED Mode (initiates Emergency).
	(V2.5 onwards) Door Bell 3	Sounds the programmed Door Bell tune when in DISARMED Mode, acts like a Alarm Detector when in ARMED Mode (initiates Emergency).
	Erase	Remove previously Programmed Detector.
	<p><b>RESTORING OPTION (Radio Reed Switch)</b> - A restoring Radio Device (eg Radio Reed Switch) transmits restores as well as alarms. To program a restoring device, the device must be activated when sending a restore. The SmartLink unit will recognise the transmitted restore and turn on the HELP (Red) Button steady to indicate a restoring Radio Device. Restoring Devices will turn on Open Collector Output at the end of EXIT TIME to indicate an unsealed device.</p> <p><b>To Program a NEW Detector:</b></p> <ol style="list-style-type: none"> <li>“d1” is displayed on the SmartLink unit. Press the HELP Button on the SmartLink unit.</li> <li>The SmartLink unit must display “- ” (unprogrammed). Trigger a NEW Detector (3 transmissions must be detected). The SmartLink unit will beep with each transmission and on the third transmission beep twice to acknowledge the Detector is programmed. The status display will also display and flash “Fi” (Fire) to indicate that the Detector is programmed.</li> </ol> <p>NOTE: If the SmartLink unit gives a long beep on the first transmission and displays “- ” it indicates that the Detectors has already been programmed into the SmartLink unit.</p> <ol style="list-style-type: none"> <li>Then, using the HELP Button to select an option for the Detector.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol> <p><b>To Erase a Detector:</b></p> <ol style="list-style-type: none"> <li>Go to the Detector Option you wish to erase “d1” to “d8”.</li> <li>Then, using the HELP Button to select an option “Er” (Erase).</li> <li>Press the CANCEL and HELP Buttons at the same time. The SmartLink will beep twice while flashing the display “- ” to indicate that a Detector has been erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>	
	<b>DETECTORS 2 – 8 PROGRAMMING</b>	
		
	<b>DEFAULT VALUES – Erases all Programmed Detectors d1 to d8</b>	
	<p><b>To Erase all Programmed Detectors d1 to d8:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Detectors (Detectors d1 to d8) have been Erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>	

Option	Description (Note: CONTACT ID Version only)	
	<b>DETECTOR 1 PROGRAMMING</b>	
	unprogrammed	No Detector has been programmed for Detector 1.
	Fire	24 hour Alarm, always Active.
	Alarm	In-active when DISARMED, Active when ARMED.
	(V2.0 – V2.5 only) Home	In-active when DISARMED, Active when ARMED & in HOME Mode.
	Silent	In-active when DISARMED, Active when ARMED (Silent Alarm).
	Inactivity	Alarms if un-active when DISARMED (initiates Emergency on Channel 7 only), In-active when ARMED.
	(V2.5 onwards) Door Bell 1	Sounds the programmed Door Bell tune when in DISARMED or in HOME Mode, acts like an Alarm Detector when ARMED.
	(V2.5 onwards) Door Bell 2	Sounds the programmed Door Bell tune when in DISARMED or in HOME Mode, acts like an Alarm Detector when ARMED.
	(V2.5 onwards) Door Bell 3	Sounds the programmed Door Bell tune when in DISARMED or in HOME Mode, acts like an Alarm Detector when ARMED.
	Erase	Remove previously Programmed Detector.
	<p><b>RESTORING OPTION (Radio Reed Switch)</b> - A restoring Radio Device (eg Radio Reed Switch) transmits restores as well as alarms. To program a restoring device, the device must be activated when sending a restore. The SmartLink unit will recognise the transmitted restore and turn on the HELP (Red) Button steady to indicate a restoring Radio Device. Restoring Devices will turn on Open Collector Output at the end of EXIT TIME to indicate an unsealed device.</p> <p><b>To Program a NEW Detector:</b></p> <ol style="list-style-type: none"> <li>“d1” is displayed on the SmartLink unit. Press the HELP Button on the SmartLink unit.</li> <li>The SmartLink unit must display “- ” (unprogrammed). Trigger a NEW Detector (3 transmissions must be detected). The SmartLink unit will beep with each transmission and on the third transmission beep twice to acknowledge the Detector is programmed. The status display will also display and flash “Fi” (Fire) to indicate that the Detector is programmed. NOTE: If the SmartLink unit gives a long beep on the first transmission and displays “- ” it indicates that the Detectors has already been programmed into the SmartLink unit.</li> <li>Then, using the HELP Button to select an option for the Detector.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol> <p><b>To Erase a Detector:</b></p> <ol style="list-style-type: none"> <li>Go to the Detector Option you wish to erase “d1” to “d8”.</li> <li>Then, using the HELP Button to select an option “Er” (Erase).</li> <li>Press the CANCEL and HELP Buttons at the same time. The SmartLink will beep twice while flashing the display “- ” to indicate that a Detector has been erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>	
	<b>DETECTORS 2 – 8 PROGRAMMING</b>	
		
	<b>DEFAULT VALUES – Erases all Programmed Detectors d1 to d8</b>	
	<p><b>To Erase all Programmed Detectors d1 to d8:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Detectors (Detectors d1 to d8) have been Erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>	

### 5.2.3 HARDWIRED INPUTS PROGRAMMING OPTIONS

Option	Description
	<b>INPUT 1 PROGRAM (Default d = Disabled) - Reports to Channel 5</b>
	Disabled - Normally Open hardwired connection between Common and Inputs
	Enabled – Initiates Emergency when Closed
	(V2.3 Ademco onwards) Enabled – Initiates Emergency when Closed
	(V2.3 Ademco onwards) Enabled – Initiates Call when Closed
	<ol style="list-style-type: none"> <li>“i1” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again toggles between d, E or d, E1 &amp; E7.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>INPUT 2 PROGRAM (Default d = Disabled) - Reports to Channel 6</b>
	<b>INPUT 3 PROGRAM (Default d = Disabled) - Reports to Channel 7</b>
	<b>INPUT 4 PROGRAM (Default d = Disabled) - Reports to Channel 8</b>
	<b>DEFAULT VALUES – Sets all the Input Programming Options to Default Values</b>
	<p>To Set all the Input Programming Options to Default Values:</p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Inputs (Inputs i1 to i4) have been Disabled.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>

### 5.2.4 AUXILIARY OUTPUTS PROGRAMMING OPTIONS

Option	Description (Open Collector output to ground when activated)
	<b>AUXILIARY OUTPUT 1 PROGRAM – Output 1 (Default 0 = OFF)</b>
	OFF (Output Disabled)
 	Enabled Output for 1 to 9 minutes & if Alarm Restored then Output is switched Off
	Toggles Output On when in Alarm & if Alarm Restored then Output is switched Off
	<ol style="list-style-type: none"> <li>“o1” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again to step through the digits.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>AUXILIARY OUTPUT 2 PROGRAM – Output 2 (Default 0 = OFF)</b>
	<b>AUXILIARY OUTPUT 3 PROGRAM – Output 3 (Default 0 = OFF)</b>
	<b>DEFAULT VALUES – Sets all Output Programming Options to Default Values</b>
	<p>To Set all the Output Programming Options to Default Values:</p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Outputs (Outputs o1 to o3) have been Disabled.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>

## 5.2.5 PHONE NUMBERS PROGRAMMING OPTIONS

There are 4 Phone Numbers, a PRIMARY NUMBER “n1”, a SECONDARY NUMBER “n2” and another two PHONE NUMBERS “n3” and “n4”.

This reporting is used to transmit alarms from a subscriber’s site to a Control Centre via the telephone. The SmartLink unit will dial initially 10 times alternating between phone numbers as described below. These initial dials are only 5.5 seconds apart if dialling two different numbers, and 30 seconds apart if dialling the same number. After this another dial will be performed 5 minutes later and then every hour until 20 dials have been reached in total. The SmartLink unit will attempt to dial again only if there is a new alarm to transmit.











If the “Ph” PHONE OPTION is Disabled, then the SmartLink unit will and alternate between the programmed numbers until it has successfully passed the message to one of the first two Phone Numbers “n1” or “n2” (Control Centre), and also successfully passed the message to one of the last two Phone Numbers “n3” or “n4” (if programmed in).

If the “Ph” PHONE OPTION is Enabled, then the first six attempts will alternate between the first two programmed Phone Numbers “n1” or “n2”. If within these six attempts one message succeeds then the remainder of the attempts will be made to the last two programmed Phone Numbers “n3” or “n4” until one message succeeds. If within the first six attempts the message does not get through successfully then the remainder of the calls will alternate between the programmed phone numbers until one message is successful on one of the first two numbers and one of the last two numbers.

**Voice Reporting only (“n3” and “n4”)** - When an alarm is to be sent, the SmartLink unit will dial the programmed Phone Numbers “n3” and “n4” eg: Mobile Phone etc. Beeps will be heard on the receiving phone every 5 seconds. The person receiving the call must answer the phone and **press the # (Hash) Key** on their phone within 2 minutes to acknowledge the call. Direct voice contact will be Enabled after acknowledging the call. If the # (Hash) Key is not pressed, the SmartLink unit will hang up and then try to ring the next number in sequence until it successfully rings a voice only report number.

The call can continue in three minute packets whereby every two minutes and thirty seconds, the SmartLink unit outputs a tone so that the person who receives the call has to press the # (Hash) Key to continue the call for another three minutes.

To Hang Up, **press the \* (Star) Key twice** on their telephone to terminate the call.

Option	Description – (V2.0 to V2.6 = 20 Digits) and (V2.7 Onwards = 30 Digits)
	<b>PRIMARY PHONE NUMBER - Control Centre Phone Number 1</b>
	Pause (Note: V2.0 to V2.4 Programmed as the first digit will delete the phone number.)
 	Digits 0 - 9
	Star
	Hash
	<ol style="list-style-type: none"> <li>“n1” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed Phone Number. The programmed Phone Number will be flashed on status display. If you wish to view the Phone Number again, press the CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9,0,t,H and -). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>Press the CANCEL Button to display the programmed Phone Number stored. The SmartLink unit will be flashed on status display for each digit and beeps twice at the end of the Phone Number stored.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>SECONDARY PHONE NUMBER – Control Centre Phone Number 2</b>
	<b>MOBILE PHONE NUMBER 1 – Voice Only Reporting Number 1</b>
	<b>MOBILE PHONE NUMBER 2 – Voice Only Reporting Number 2</b>
	<b>DEFAULT VALUES – Sets all the Phone Programming to Default Values</b>
	<p><b>To Set all the Phone Programming Options to Default Values:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “-” to indicate that ALL Phone Numbers (n1 to n4) have been Erased.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>

















## 5.2.6 P\_ PREFERENCE PROGRAMMING OPTIONS

Option	Description
<b>CA</b>	<b>CLIENT ACCOUNT NUMBER (Default - unprogrammed)</b> <b>Note - ADEMCO &amp; CONTACT ID Versions - up to 4 Digits maximum.</b> <b>Note - BRITISH DTMF Version only - up to 12 Digits maximum.</b>
<input type="checkbox"/> 0 <input type="checkbox"/> 9	<b>Digits 0 – 9</b>
	<ol style="list-style-type: none"> <li>1. “CA” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed Client Account Number. The programmed Client Account Number will flash on status display. If you wish to view the Client Account Number again, press the CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>3. Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>4. Press the CANCEL Button to display the programmed Phone Number stored. The SmartLink unit will flash on status display for each digit and beep twice at the end of the Client Account Number stored.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>CL</b>	<b>CALL OPTION AVAILABLE ON KEYS (Default d = Disabled)</b> <b>Note: ADEMCO and BRITISH DTMF Version (V2.0 – V2.2)</b>
<input type="checkbox"/> d	<b>Disabled - Keys programmed with the Call Option will only generate Call alarms.</b>
<input type="checkbox"/> E	<b>Enabled - Particular Key may generate Help or Call alarms.</b>
	<ol style="list-style-type: none"> <li>1. “CL” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Cb</b>	<b>SMARTLINK CANCEL (GREEN) BUTTON (Default d = Disabled)</b> <b>Note: CONTACT ID Version Only</b>
<input type="checkbox"/> d	<b>Disabled – CANCEL (Green) Button will Answer Calls, Initialise Inactivity and Over Due Timer.</b>
<input type="checkbox"/> E	<b>Enabled – CANCEL (Green) Button will Answer Calls, Initialise Inactivity and Over Due Timer and Restore any outstanding Alarms.</b>
	<ol style="list-style-type: none"> <li>1. “Cb” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>E1</b>	<b>EXIT TIME (Default 60 = 60 Seconds)</b>
<input type="checkbox"/> 10 <input type="checkbox"/> 60	<b>Seconds - The time requesting Arm Mode and SmartLink unit being in that Mode.</b>
	<ol style="list-style-type: none"> <li>1. “E1” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed time.</li> <li>3. Pressing the HELP Button again to step through times (10, 20, 30, 40, 50 and 60 in 10 second steps).</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>

Option	Description
<b>En</b>	<b>ENTRY TIME (Default 10 = 10 Seconds) Note: CONTACT ID Version Only</b>
<b>0</b> <b>60</b>	<b>Seconds - Time between a Detector triggering and SmartLink unit alarming.</b>
	<ol style="list-style-type: none"> <li>1. “En” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed time.</li> <li>3. Pressing the HELP Button again to step through times (0, 10, 20, 30, 40, 50 and 60 in 10 second steps).</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>PA</b>	<b>PRE-ALARM TIME (Default 10 Sec) Note: ADEMCO &amp; BRITISH DTMF Versions</b>
<b>0</b> <b>60</b>	<b>Seconds - Time between a Key or Detector triggering and SmartLink alarming.</b>
	<ol style="list-style-type: none"> <li>1. “PA” is displayed on the SmartLink unit. Press the HELP to view programmed time.</li> <li>2. Pressing the HELP Button again to step through times (0, 10, 20, 30, 40, 50 and 60 in 10 second steps).</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Lc</b>	<b>LOCKOUT (Default E = Enabled)</b>
<b>d</b>	<b>Disable.</b>
<b>E</b>	<b>Enabled - SmartLink unit will Lockout any Detector (excluding those programmed with FIRE option) alarms that have alarmed more than 2 times in Arm Mode.</b>
	<ol style="list-style-type: none"> <li>1. “Lc” is displayed on the SmartLink unit. Press the HELP Button to view programmed option.</li> <li>2. Pressing the HELP Button again toggles between Enabled and Disabled.</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Su</b>	<b>SUPERVISION OF DETECTORS (Default 0 = Disabled)</b>
<b>0</b> <b>9</b>	<b>0 – 24 Hours - Interval where at least one Supervision signal is expected from each Detector. If a number greater than 24 is programmed, the SmartLink unit will sound a long beep.</b>
	<ol style="list-style-type: none"> <li>1. “Su” is displayed on the SmartLink unit. Press the HELP Button to view programmed time. The programmed time will flash on status display. If you wish to view the programmed time again, press CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>2. Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process for the 2nd digit.</li> <li>3. Press the CANCEL Button to display the programmed time. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Od</b>	<b>OVER DUE TIMER (Default 0 = Disabled)</b>
<b>0</b> <b>9</b>	<b>0 – 255 Hours – Interval between Over Due Alarms. If a number greater than 255 is programmed, the SmartLink will sound a long beep.</b>
	<ol style="list-style-type: none"> <li>1. “Od” is displayed on the SmartLink unit. Press the HELP Button to view programmed time. The programmed time will flash on status display. If you wish to view the programmed time again, press the CANCEL and then HELP Button “-” is displayed and flashes on the SmartLink unit.</li> <li>2. Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>3. Press CANCEL Button to display the programmed time. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>

Option	Description
<b>In</b>	<b>INACTIVITY TIMER (Default 0 = Disabled)</b>
<b>0</b> <b>9</b>	<b>0 – 200 = 0 – 200 Hours or 201 – 255 = 1 – 55 Minutes</b> <b>Note: Interval where at least one activity signal is expected from each individual Dementia Key or any Inactivity Detector. If a number greater than 255 is programmed, the unit will sound a long beep.</b>
	<ol style="list-style-type: none"> <li>1. “In” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed time. The programmed time will flash on status display. If you wish to view the programmed time again, press CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>3. Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>4. Press the CANCEL Button to display the programmed time. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Ir</b>	<b>INACTIVITY RESTORE (Default d = Disabled)</b>
<b>d</b>	<b>Disabled - Restores only by the SmartLink unit CANCEL (Green) Button.</b>
<b>E</b>	<b>Enabled - Restores if it receives an activity message from the particular Device or by the SmartLink unit CANCEL (Green) Button.</b>
	<ol style="list-style-type: none"> <li>1. “Ir” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>SH</b>	<b>QUIET (Default d = Disabled) Note: ADEMCO and BRITISH DTMF Versions</b>
<b>d</b>	<b>Disabled - SmartLink unit beeps on all Key presses and Alarms.</b>
<b>E</b>	<b>Enabled - SmartLink unit beeps are suppressed. SmartLink unit will answer in LISTEN ONLY MODE. This does not effect the Hands Free Operation.</b>
	<ol style="list-style-type: none"> <li>1. “SH” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Ph</b>	<b>PHONE OPTION (Default d = Disabled)</b>
<b>d</b>	<b>Disabled - Alternates between the programmed Phone Number (ie. n1-&gt;n2-&gt;n3-&gt;n4-&gt;n1-&gt;n2-&gt;etc).</b>
<b>E</b>	<b>Enabled - Priority to Control Centre, refer to section Phone Numbers Programming.</b>
<b>0</b>	<b>(V2.5 onwards) - Alternates between the programmed Phone Number (ie. n1-&gt;n2 to 4-&gt;n1-&gt;n4-&gt;etc).</b>
<b>1</b>	<b>(V2.5 onwards) - Priority to Control Centre, refer to section Phone Numbers Programming.</b>
<b>2</b>	<b>(V2.5 onwards) – ADSL (not yet available - refer SmartLink)</b>
	<ol style="list-style-type: none"> <li>1. “Ph” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between d &amp; E or 0, 1 &amp; 2.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>

Option	Description
<b>Ac</b>	<b>ANSWER CALL (Default 6 = 6 Minutes)</b>
<b>3</b>	<b>3 Minutes</b>
<b>6</b>	<b>6 Minutes</b>
<b>9</b>	<b>9 Minutes</b>
	<p><b>Time after an alarm, the voice circuits are enabled for any incoming calls to be automatically answered.</b></p> <ol style="list-style-type: none"> <li>1. “Ac” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed time.</li> <li>3. Pressing the HELP Button again to step through times (3, 6 or 9 minutes).</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>C1</b>	<b>CALL BACK ON CHANNEL 1 (Default E = Enabled)</b>
<b>d</b>	<b>Disabled - Does not answer a call after an alarm event.</b>
<b>E</b>	<b>Enabled – Automatically answers a call after an alarm event.</b>
	<ol style="list-style-type: none"> <li>1. “C1” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP again toggles between Enabled and Disabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>C2</b>	<b>CALL BACK ON CHANNEL 2 (Default E = Enabled)</b>
<b>C3</b>	<b>CALL BACK ON CHANNEL 3 (Default E = Enabled)</b>
<b>C4</b>	<b>CALL BACK ON CHANNEL 4 (Default E = Enabled)</b>
<b>C5</b>	<b>CALL BACK ON CHANNEL 5 (Default E = Enabled)</b>
<b>C6</b>	<b>CALL BACK ON CHANNEL 6 (Default E = Enabled)</b>
<b>C7</b>	<b>CALL BACK ON CHANNEL 7 (Default E = Enabled)</b>
<b>C8</b>	<b>CALL BACK ON CHANNEL 8 (Default E = Enabled)</b>
<b>Pb</b>	<b>PABX TONES (Default E = Enabled)</b>
<b>d</b>	<p>Disabled - SmartLink unit will not detect a hang up so call needs to be either, manually terminated (Pressing the * Key twice), pressing the SmartLink unit CANCEL (Green) Button (or the OFF Button on any 3 Button Pendant), or by waiting for the SmartLink unit to time out.</p> <p><b>NB: “IF RUNNING ON A PABX SYSTEM, THIS OPTION SHOULD ALWAYS BE DISABLED.”</b></p>
<b>E</b>	<p>Enabled - SmartLink unit will automatically hang up if it detects a specific hang up signal (ie. short beep, long gap).</p>
	<ol style="list-style-type: none"> <li>1. “Pb” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button to view programmed option.</li> <li>3. Pressing the HELP Button again toggles between Enabled and Disabled.</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>












Option	Description
	<b>RINGS DETECTED (Default 2 = 2 Rings)</b>
	<b>2 – 9 Rings to detect before automatically answering after an alarm event.</b>
	<ol style="list-style-type: none"> <li>“rd” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed Number of Rings.</li> <li>Pressing the HELP Button again to step through Number of Rings (2, 3, 4, 5, 6, 7, 8, or 9 Rings).</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>COUNTRY - (Note: V2.0 to V2.6 only – Default According to Country) (Note: V2.7 onwards – Default to Country “c5”)</b>
	<b>AUSTRALIA (or AU)</b>
	<b>NEW ZEALAND (or NZ)</b>
	<b>SINGAPORE, USA &amp; CANADA</b>
	<b>UK &amp; EUROPE</b>
	<b>To be advised (Refer SmartLink)</b>
	<ol style="list-style-type: none"> <li>“Co” is displayed on the SmartLink unit.</li> <li>Press the HELP to view programmed option.</li> <li>Pressing the HELP Button again toggles between AU &amp; NZ or c1, c2, c3, c4 &amp; c5.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>UP/DOWNLOAD &amp; Remote DTMF Control (Default 1 = Enabled)</b>
	<b>(V2.0 to V2.2 only) Enabled only in Program Mode and DTMF Enabled</b>
	<b>(V2.0 to V2.2 only) Enabled all the time and DTMF Enabled</b>
	<b>(V2.3 onwards) Enabled only in Program Mode and DTMF Disabled</b>
	<b>(V2.3 onwards) Enabled all the time and DTMF Enabled</b>
	<b>(V2.3 onwards) Enabled only in Program Mode and DTMF Enabled</b>
	<b>(V2.3 onwards) Enabled all the time and DTMF Disabled</b>
	<ol style="list-style-type: none"> <li>“ud” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP again toggles between 0 &amp; 1 or 0, 1, 2 &amp; 3.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>DEFAULT VALUES – Sets all Preference Programming Options to Default Values</b>
	<p><b>To Set all the Preference Programming Options to Default Values:</b></p> <ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Preference Programming Options have been defaulted.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>

## 5.2.7 5\_ SYSTEM PROGRAMMING OPTIONS

Option	Description
<b>SC</b>	<b>SYSTEM CHECK (Check signal strength of Pendants and Detectors)</b>
-	NO Pendants or Detectors Received
1 9	1 to 9 Signal Strength
	<ol style="list-style-type: none"> <li>“SC” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. SmartLink Unit must display “-” to indicate that it is now ready to receive Test Signal Strength from Radio Keys and Detectors.</li> <li>To Test a Pendant or Detector, press any Button on a Radio Key Pendant or Trigger a Detector. The SmartLink unit will beep twice while flashing the display digit (1, 2, 3, 4, 5, 6, 7, 8 or 9).</li> <li>Then, using the CANCEL Button to revert back to the Sub Menu Option. The SmartLink unit should now display “SC”.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>Lb</b>	<b>SMARTLINK CANCEL (GREEN) LIGHT BRIGHTNESS (Default 2)</b>
0	OFF
1	DIMMED
2	BRIGHT
	<ol style="list-style-type: none"> <li>“Lb” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again to select (0, 1 or 2).</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL to move to the next Program Option.</li> </ol>
<b>LP</b>	<b>LISTEN PIN (Default d = Disabled)</b>
d	Disabled.
E	Enabled for listening to Control Centre communication. <b>Warning! To be use for testing only.</b> <b>Note: V2.7 onwards – Alarms only on first attempt “n1” Primary Phone Number (refer SmartLink)</b>
	<ol style="list-style-type: none"> <li>“LP” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>uP</b>	<b>MICROPHONE SENSITIVITY (Default 2 = Sensitive 2)</b>
0	Insensitive (Low)
1	Sensitive 1 (Medium)
2	Sensitive 2 (Normal)
3	Sensitive 3 (High)
	<ol style="list-style-type: none"> <li>“uP” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed Microphone.</li> <li>Pressing the HELP Button again to step through Microphone Sensitivity (0, 1, 2 or 3).</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>


















Option	Description
<b>SP</b>	<b>SPEAKER VOLUME (Default 3 = Loudest)</b>
<b>0</b>	Quietest
<b>1</b>	Quiet
<b>2</b>	Loud
<b>3</b>	Loudest
	<ol style="list-style-type: none"> <li>1. “SP” is displayed on the SmartLink unit.</li> <li>2. Press HELP Button to view programmed Speaker Volume.</li> <li>3. Pressing HELP again to step through Speaker Volume (0, 1, 2 or 3).</li> <li>4. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>5. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>bl</b>	<b>LINE BALANCE ATTENUATION (Default = 111) refer SmartLink</b>
<b>al</b>	<b>LINE TONE (DTMF) OUTPUT LEVEL (Default = 5) refer SmartLink</b>
<b>dF</b>	<b>DEFAULT VALUES – Sets all System Programming Options to Default Values</b>
	<p><b>To Set all the System Programming Options to Default Values:</b></p> <ol style="list-style-type: none"> <li>1. “dF” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL System Programming Options have been defaulted.</li> <li>3. Press the CANCEL Button to move to the next Program Option.</li> </ol>

## 5.2.8 REPORT PROGRAMMING OPTIONS

Option	Description (Note: ADEMCO Version Only)
	<b>UNIT HELP (RED) BUTTON REPORTING CHANNEL (Default 16)</b>
	(V2.0 to V2.2) Channel 1 – 8 initiates Emergency (Default C6 = Channel 6)
	(V2.3 onwards) Channel 1 – 8 initiates Emergency (Default 16 = Channel 6)
	(V2.3 onwards) Channel 1 – 8 initiates Call (Default 16 = Channel 6)
	<p><b>Warning! If programmed to Channel 7 also doubles up with inactivity “IA” alarms.</b></p> <ol style="list-style-type: none"> <li>“HE” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again to step through (C1 to C8 Channel or 11 to 18 and 71 to 78).</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press CANCEL Button to move to the next Program Option.</li> </ol>
	<b>CALL SEND (Default d = Disabled) Note: ADEMCO Version Only</b>
	<b>Disabled</b>
	<b>Enabled - Sends a non valid ADEMCO MANUAL TEST (NNNN / 55555555 / 7)</b>
	<ol style="list-style-type: none"> <li>“CS” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed option.</li> <li>Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>Press CANCEL Button to move to the next Program Option.</li> </ol>
	<b>TIME TILL FIRST TEST CALL (Default 13 = 13 hours)</b>
	<b>0 – 24 Hours: Unit will sound a long beep if a number greater than 24 is entered.</b>
	<b>Note: If set to 0 then SmartLink unit will report a test call immediately after Exit Program Mode.</b>
	<ol style="list-style-type: none"> <li>“IC” is displayed on the SmartLink unit. Press the HELP Button to view programmed time. The programmed time will flash on status display. If you wish to view the programmed time again, press CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press CANCEL and HELP Buttons at the same time to store each digit. The SmartLink will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>Press CANCEL Button to display the programmed time. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>Press CANCEL Button to move to the next Program Option.</li> </ol>
	<b>TEST CALL TIME (Default 168 = 168 hours)</b>
	<b>0 – 255 Hours: Unit will sound a long beep if a number greater than 255 is entered.</b>
	<b>Note: If set to 0 then Disabled Test Call Time.</b>
	<ol style="list-style-type: none"> <li>“2C” is displayed on the SmartLink unit. Press the HELP to view programmed time. The programmed time will flash on status display. If you wish to view the programmed time again, press the CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>Press CANCEL Button to display the programmed time. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>

<b>rE</b>	<b>RESTORES ENABLED (Default E) Note: ADEMCO and CONTACT ID Versions</b>
<b>d</b>	<b>Disable – No Restores are sent to the Control Centre.</b>
<b>E</b>	<b>Enable - Restores are sent to the Control Centre.</b>
	<ol style="list-style-type: none"> <li>1. “rE” is displayed on the SmartLink unit. Press the HELP Button to view programmed option.</li> <li>2. Pressing the HELP Button again toggles between Enabled and Disabled.</li> <li>3. To store an option selected, press CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>PF</b>	<b>MAINS FAIL REPORT (Default 0)</b>
<b>0</b>	<b>Report Mains Fail once only at random (between 60 minutes to 180 minutes).</b>
<b>1</b>	<b>In the next 4 hours, send another Mains Fail.</b>
<b>2</b>	<b>In the next 24 hours, send another Mains Fail.</b>
	<ol style="list-style-type: none"> <li>1. “PF” is displayed on the SmartLink unit. Press the HELP Button to view programmed option.</li> <li>2. Pressing the HELP Button again to step through Time Before Next Mains Fail Report (0, 1 or 2).</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>OC</b>	<b>OPEN/CLOSE REPORTS (default d ) Note: CONTACT ID Version Only</b>
<b>d</b>	<b>Disabled – No Open/Close reports are sent to the Control Centre.</b>
<b>E</b>	<b>Enabled - Open/Close reports are sent to the Control Centre.</b>
	<ol style="list-style-type: none"> <li>1. “OC” is displayed on the SmartLink unit. Press the HELP Button to view programmed option.</li> <li>2. Pressing the HELP Button again toggles between Disabled and Enabled.</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press CANCEL Button to move to the next Program Option.</li> </ol>
<b>Lo</b>	<b>LOW BATTERY REPORTING (Default 2)</b>
<b>0</b>	<b>No Low Battery Reporting.</b>
<b>1</b>	<b>Report Low Battery - Medi-Call unit only.</b>
<b>2</b>	<b>Report Low Battery - Medi-Call unit, User Keys (“u1” to “u8”) and Detectors (“d1” to d8”).</b>
<b>3</b>	<b>Report Low Battery - User Keys (“u1” to “u8”) and Detectors (“d1” to d8”).</b>
	<ol style="list-style-type: none"> <li>1. “Lo” is displayed on the SmartLink unit. Press the HELP Button to view programmed option.</li> <li>2. Pressing the HELP Button again to step through Low Battery Reporting (0, 1, 2 or 3).</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press CANCEL Button to move to the next Program Option.</li> </ol>
<b>Ld</b>	<b>LOW BATTERY DAILY REPORT (Default d = Disabled)</b>
<b>d</b>	<b>Disabled – No Low Battery Daily Report.</b>
<b>E</b>	<b>Enabled – Reports Low Battery every 24 hours.</b>
	<ol style="list-style-type: none"> <li>1. “Ld” is displayed on the SmartLink unit. Press the HELP to view programmed option.</li> <li>2. Pressing HELP Button again toggles between Disabled and Enabled.</li> <li>3. To store an option selected, press the CANCEL and HELP Buttons at the same time. The SmartLink unit will beep twice while flashing the display to acknowledge that the option has been selected.</li> <li>4. Press CANCEL Button to move to the next Program Option.</li> </ol>
<b>dF</b>	<b>DEFAULT VALUES – Sets all Report Programming Options to Default Values</b>
	<ol style="list-style-type: none"> <li>1. “dF” is displayed on the SmartLink unit.</li> <li>2. Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Report Programming Options have been defaulted.</li> <li>3. Press the CANCEL Button to move to the next Program Option.</li> </ol>

## 5.2.9 DOOR BELL TUNE PROGRAMMING OPTIONS (V2.5 Onwards)

	<b>DOOR BELL 1 TEMPO (Default = 50)</b>
 	<b>0 – 255 (duration of a typical note in 10msec intervals).</b> <b>Note: If set to 0 then Disabled Door Bell 1 Tune entirely.</b>
	<ol style="list-style-type: none"> <li>“P1” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed tempo. The programmed tempo will flash on status display. If you wish to view the programmed tempo again, press the CANCEL and then HELP. “-” is displayed and flashes on the SmartLink unit.</li> <li>Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9 and 0). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>Press CANCEL Button to display the programmed tempo. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed time stored.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>DOOR BELL 1 TUNE TONES (Default = 75629026759)</b>
	<b>Programmed as the first digit will delete the tune. (Note: up to 50 Digits maximum)</b>
  	<b>0 = Pause    1 = C4 (Middle C)    2 = D4    3 = E4    4 = F4    5 = G4    6 = A5    7 = B5</b> <b>8 = Halves the duration of the previous tune.                      9 = Doubles the duration of the previous tune.</b>
	<b>The tune is scaled up by an octave.</b>
	<b>Sharp</b>
	<ol style="list-style-type: none"> <li>“t1” is displayed on the SmartLink unit.</li> <li>Press the HELP Button to view programmed tunes. The programmed tunes will flash on status display. If you wish to view the programmed tempo again, press the CANCEL and then HELP Button. “-” is displayed and flashes on the SmartLink unit.</li> <li>Pressing the HELP Button again to step through the digits (1,2,3,4,5,6,7,8,9,0, * and H). Press the CANCEL and HELP Buttons at the same time to store each digit. The SmartLink unit will beep twice and display the next digit to be programmed. Repeat this process until all digits are programmed.</li> <li>Press CANCEL Button to display the programmed tunes. The SmartLink unit will flash on status display for each digit and beep twice at the end of the programmed tunes stored.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
	<b>DOOR BELL 2 TEMPO (Default = 40)</b>
	<b>DOOR BELL 2 TUNE TONES (Default = 39199039199)</b>
	<b>DOOR BELL 3 TEMPO (Default = 40)</b>
	<b>DOOR BELL 3 TUNE TONES (Default = 593919905939199)</b>
	<b>DEFAULT VALUES – Sets all Door Bell Tune Programming Options to Default Values.</b>
	<ol style="list-style-type: none"> <li>“dF” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep twice while flashing the display “- ” to indicate that ALL Door Bell Tune Programming Options have been defaulted.</li> <li>Press the CANCEL Button to move to the next Program Option.</li> </ol>
<b>5.2.10  EXIT PROGRAM MODE</b>	
	<b>EXIT PROGRAM MODE</b>
	<ol style="list-style-type: none"> <li>“PE” is displayed on the SmartLink unit.</li> <li>Press the HELP Button. The SmartLink unit will beep three times while flashing the display “ 0” for 3 seconds to indicate that SmartLink unit has Exited Program Mode and is ready for Operation.</li> </ol>

# 6. ALARMS

## 6.1 DEVICE ALARMS

Alarms turn on the HELP (Red) Button to maximum brightness and after the reset time, the HELP (Red) Button will turn OFF or back to the soft glow. The Auxiliary Outputs “o1” – “o3” will be Enabled and remain for their individual reset times. If this individual reset time is programmed to “t” Toggle then the particular Auxiliary Output is latched and will only be Disabled when the alarm has been restored.

### **Ademco and British DTMF Versions:**

*Press the SmartLink unit CANCEL (Green) Button or the OFF Button on a Radio Key Pendant (any programmed User Key with options “Sc” SECURITY) to Cancel any alarms and put the SmartLink unit into the DISARM state. Auxiliary Outputs and the HELP (Red) Button will turn OFF if still active.*

*The OFF Button (Ademco Version Only) on a Radio Key Pendant (any programmed User Key with options “CI” CALL, “HC” HELP-CALL, “CH” CALL-HELP or “rr” RESTORE) will only Cancel a Call or Help sent by that transmitter. The HELP (Red) Button will continue to flash when there is any outstanding Call or Help.*

### **Contact ID Version:**

*Press the OFF Button on a Radio Key Pendant (any programmed User Key with options “Pn” PANIC, “dP” DELAY PANIC or “du” DURESS) to Cancel any alarms and put the SmartLink unit into the DISARM state. Auxiliary Outputs and the HELP (Red) Button will turn OFF if still active.*

*Alarms and Auxiliary Outputs can also be Cancelled by the SmartLink unit CANCEL (Green) Button if program option “Cb” SMARTLINK CANCEL (Green) BUTTON is Enabled.*

### **NOTES:**

- Alarms are restored first if voice is in progress.
- If program option “rE” RESTORES (Ademco & Contact ID) is Disabled, the SmartLink unit will return to NORMAL or DISARM MODE when the Control Centre has received the alarm. No Restores are sent to the Control Centre.
- Tamper Alarms on Detectors do not turn on the Open Collector Outputs (Auxiliary Outputs) when in NORMAL/DISARM MODE. This will allow for changing Batteries. No Reports are sent to the Control Centre.

## 6.1.1 RADIO KEY PENDANT ALARM (Display “U1” to “U8”)

### **6.1.1.1 Help “HI”, Call “CI”, “HC” or “CH” Key Alarms (Ademco & British DTMF Version)**

Press any Button (on a programmed Radio Key with an option “HI” HELP) or the PANIC/ON Button (on a programmed Radio Key with an option “CI” CALL, “HC” HELP-CALL or “CH” CALL-HELP) to initiate a Call alarm. The speaker will beep rapidly for the amount of time selected in the “PA” PRE-ALARM TIME Option. During this pre-alarm condition, the alarm may be aborted by pressing the CANCEL (Green) Button. At the end of the pre-alarm warning, the SmartLink unit will dial the Control Centre. The HELP (Red) Button will flash once every 4 seconds. The SmartLink unit will beep 7 times and the Auxiliary Outputs will be Enabled and remain enabled for their individual reset times as confirmation that the Control Centre has received the alarm. The Voice Annunciation circuits are Enabled.

### **NOTES:**

- If the option “CL” CALL (Ademco only V2.0 to V2.2) is Enabled then the PANIC Button will initiate a Help alarm. The SmartLink unit will dial the Control Centre straight away. The HELP (Red) Button will flash once every 4 seconds. The SmartLink unit will beep 7 times as confirmation that the Control Centre has received the alarm.
- If “SH” QUIET option is Enabled, then beeps are suppressed and if there is a call back, answers only in Listen Mode.

### **6.1.1.2 Panic “Pn”, Delay Panic “dP” and Security “Sc” Alarms (Contact ID Version only)**

Press PANIC Button on a programmed Radio Key Pendant to initiate Panic alarm.

Panic alarm may also be initiated by pressing the HELP (Red) Button on the SmartLink unit.

### **6.1.1.3 Duress “du” Alarm (Contact ID Version Only)**

Press PANIC Button on a programmed Radio Key Pendant to initiate Duress (Silent) alarm.

NOTE: A Duress alarm is only reported to the Control Centre. The Open Collector Outputs (Auxiliary Outputs) and HELP (Red) Button are not activated.

### **6.1.1.4 Dementia “di” Key**

A Dementia Key will send supervision signals at regular intervals. If the SmartLink unit doesn't receive a supervision signal within the programmed interval, an Inactivity alarm will occur. The SmartLink unit will beep depending on the time selected (option “PA” PRE-ALARM TIME or “En” ENTRY TIME) and at the end it will report an inactivity event.

NOTE: If “SH” QUIET option is Enabled, then beeps are suppressed and if there is a call back, SmartLink unit answers only in Listen Mode. Alarms are also Reported straight away to the Control Centre.

## 6.1.2 DETECTOR ALARM (Display “A1” to “A8”)

When disarming after an alarm, the SmartLink unit will indicate if a Detector alarm has occurred. The speaker will beep rapidly for 5 seconds. This warning may indicate that an intruder is still present.

The source of the alarm is then flashed on the status display.

The OFF Button clears the display. Pressing the OFF Button again will redisplay the alarm.

Alarm memory is cleared when ARM or HOME mode is entered.

The Alarm display “A1” – “A8” will turn off 5 minutes after a Mains Fail is detected and will remain Off until Mains is Restored.

If any subsequent alarms occur for a particular Detector (except those that have a “Fi” FIRE or an “IA” INACTIVITY option) and the “Lc” LOCKOUT programmed option is Enabled, they will be locked out for the remainder of this ARMED session.

A maximum of 3 reports (program option “Lc” LOCKOUT is Disabled) per Radio Device will be reported in any one ARMED session, so that if a Device malfunctions, telephone calls will be minimized.

Display	Description
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	<b>ALARM DETECTOR 1 - 8</b>
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	<b>TAMPER DETECTOR 1 - 8</b> (Beeps will sound for 4 seconds)
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If the “In” INACTIVITY Option has been set then an inactivity alarm will occur if a device has not sent a signal to the SmartLink unit during that time. As soon as the inactivity timer has expired the SmartLink unit will beep for 15 seconds and at the end it will report an inactivity event.

NOTE: If “SH” QUIET option is Enabled, then beeps are suppressed and if there is a call back mode, SmartLink unit answers only in Listen Mode. Alarms are also Reported straight away to the Control Centre.

## 6.2 UNIT HELP BUTTON (U9) & INPUT ALARMS (Display i1 - i4)

*Ademco and British DTMF Versions - The HELP (Red) Button initiates an emergency Alarm. (V2.3 or Call Alarm)*

*Contact ID Version - The HELP (Red) Button initiates a Panic Alarm.*

The alarm is processed exactly the same as the Radio Key Help/Panic Alarms with the exception that “U9” will be displayed.

The Inputs “i1” – “i4” are normally open and when one becomes shorted to common it generates an alarm.

*Ademco and British DTMF Versions – The Inputs initiates an Emergency Alarm. (V2.3 onwards - Emergency or Call)*

*Contact ID Version – The Inputs initiates a Panic Alarm.*

**The alarm is processed exactly the same as the Radio Key Help/Panic Alarms with the exception that Inputs 1 to 4 will be displayed and reported to Control Centre on Channels 5, 6, 7 and 8.**

## 6.3 MAINS FAIL (Mains On Light Flashing)

When a MAINS FAIL is detected, the MAINS ON Light will flash. If Mains failure persists for more than an hour, a Mains Fail will be reported at random within the next 2 hours. Extra Mains Fail reports may be reported depending on “PF” TIME BEFORE NEXT MAINS FAIL REPORT option.

Within the first MAINS FAIL hour a Battery test will be performed.

When a MAINS FAIL has ceased, a Mains Restore is sent to the Control Centre at random within the next 1 hour, provided a Mains Fail was reported (Ademco and Contact ID Versions).

System timing is derived from 50/60 Hz on the mains. During MAINS FAIL, the SmartLink unit derives it’s timing from the on board crystal.

## 6.4 UNIT LOW BATTERY (Battery Low Light Flashing)

**NORMAL/DISARM MODE** - The LOW BATTERY Light will flash when a Low Battery is detected. A Low Battery alarm is sent to the Control Centre. A Restoral is sent to the Control Centre when a good battery condition is detected.

**ARMED MODE** - The LOW BATTERY Light will NOT flash when a Low Battery is detected (ie Power consumption). A Low Battery alarm is sent to the Control Centre. A Restoral is sent to the Control Centre when a good battery condition is detected.

If the programmed option “Ld” LOW BATTERY DAILY REPORTING is Enabled, a Low Battery will be reported daily until the condition is cleared.

Dynamic battery tests are done when Mains Fail is detected, when the CANCEL (Green) Button is pressed or every 24 hours. During Mains Fail a static battery voltage test is done at similar intervals as Line Fail.

NOTE: When replacing batteries, Mains should be left ON or else the timers will be reset.

## 6.5 SYSTEM ALARMS

System alarms are indicated by flashing the alarm type on the status display. The speaker/beeper also beeps for 3 seconds. NOTE: System alarms are not indicated when the system is ARMED or in HOME Mode.

*Ademco and British DTMF Versions – Status display will keep flashing or stay On until the system alarm is corrected.*

*Contact ID Version - The OFF Button on Radio Key Pendant clears the display. Pressing the OFF Button again will redisplay the alarm.*

NOTE: The Display will turn Off 5 minutes after a Mains Fail is detected and will remain Off until Mains is Restored.

DISPLAY	DESCRIPTION
	<b>LOW BATTERY RADIO KEY PENDANTS.</b>
	<b>LOW BATTERY RADIO DETECTORS.</b>
	<b>SUPERVISION FOR RADIO DETECTORS.</b>
	<b>FAILED TO REPORT ON DIALLER.</b>
	<b>LINE FAIL (Line Fail must be detected for 2 minutes before “LF” is displayed and the SmartLink unit beeps for 25 seconds).</b>

## 6.6 PRE-ALARM “PA”, ENTRY TIME “En” and EXIT TIME “Ei”

PRE-ALARM TIME “PA” allows a time between a Radio Key/Detector triggering and SmartLink alarming.

ENTRY TIME “En” allows a time from activating a detector till DISARM. During Entry Delay the siren will chirp once a second. When the OFF Button is pressed the speaker beeps 3 times to indicate DISARMED. If the OFF Button is not pressed within the Entry Delay, an alarm is generated.

EXIT TIME “Ei” allows a time from pressing the ON Button on a Radio Key Pendant until ARMED. The speaker will beep once when the ON Button on a Radio Key Pendant is pressed to indicate Exit Delay start and beep once at exit delay end to indicate ARMED.

## 6.7 ALARM LOCKOUT “Lc”

The SmartLink unit inhibits multiple activations of the same alarm. ie. the Open Collect Outputs (OUTPUTS “o1” – “o3”) will not turn on again or the SmartLink unit will not report same alarm during the particular ARMED session when “Lc” LOCKOUT programming option is Enabled.

NOTE: Lockout does not apply to PANIC, DURESS or DEMENTIA alarms or any Detectors with the “Fi” FIRE or “In” INACTIVITY option. Lockout will also effect the Radio transmitted message as well.

## 6.8 INACTIVITY ALARM “In”

The SmartLink unit has an optional INACTIVITY ALARM (1-200=1-200 Hours and 201-255=1-55 Minutes). If the option (“In” INACTIVITY TIMER) is Enabled, then the Inactivity Timer will be reset by the CANCEL (Green) Button. Inactivity Detectors and Dementia Keys reset the Inactivity Timer if the timer has not expired. If the CANCEL (Green) Button is not pressed or no movement is detected or no signals from Dementia Keys for the programmed INACTIVITY TIME, the SmartLink unit will produce warning beeps and flash the HELP (Red) Button. PRE-ALARM TIME “PA” (0-60 Seconds) before the programmed Inactivity Timer and an alarm is sent to the Control Centre. Depending on the program option “Ir” INACTIVITY RESTORE, if Enabled the inactivity will restore when an activity message is received, otherwise it will not restore until the CANCEL (Green) Button is pressed.

NOTE: If “SH” QUIET option is Enabled, then beeps are suppressed and if there is a call back, SmartLink unit answers only in Listen Mode. Alarms are also Reported straight away to the Control Centre.

## 6.9 TIME TILL FIRST TEST “1C” & TEST CALL TIME ‘2C”

“1C” TIME TILL FIRST TEST CALL (0 – 24 Hours) should be programmed so that the first test call will be made during a low activity period of the Control Centre. eg. midnight. By programming 0 then the SmartLink unit will report a test call immediately after Exit Program Mode.

“2C” TEST CALL TIME can be programmed from 1 – 255 hours. By programming 0 then this will Disable the reporting of the test call.

# 7. DIALLER

## 7.1 REMOTE DTMF AUXILIARY OUTPUT CONTROL

The SmartLink unit is capable of remotely controlling the Auxiliary Outputs by using DTMF codes. Auxiliary Outputs “o1” – “o3” can be remotely controlled in all modes except Program Mode.

The AUXILIARY OUTPUTS “o1” – “o3” can be controlled by ringing the SmartLink and using the Fax defeat, similar to REMOTE PROGRAMMING.

### The communication will proceed as follows:

1. Ring the telephone number of the SmartLink unit, wait for 4 ring tones and then hang up.
2. Ring again in 10 seconds and the SmartLink unit will answer as soon as a call back ring is detected. You will hear various Fax tones then silence while it waits for a DTMF signal. Now proceed to step 3.
3. Enter the 4 digit Client Account Number. The SmartLink unit will verify Client Account Number and respond with two short beeps or it will hang up if incorrect or if no DTMF signal is received within 15 seconds.
4. The Command line consists of three digits. The first digit represents which Auxiliary Output (“o1” – “o3”) to Control. The second digit Command is what it is to do, and third digit is the time related to how long, just On or Off.

DIGIT 1 (MAIN UNIT OR OUTPUTS)	DIGIT 2 (COMMAND)	DIGIT 3 (TIME)
0 – MAIN UNIT	1 – EVERYTHING OFF	0 – STRAIGHT AWAY
1 – AUXILIARY OUTPUT 1	3 – EVERYTHING ON	1 – 1 MINUTE
2 – AUXILIARY OUTPUT 2	5 – ON FOR....	2 – 2 MINUTES
3 – AUXILIARY OUTPUT 3	6 – ON IN.....	
	7 – OFF FOR...	
	8 – OFF IN.....	9 – 9 MINUTES

5. The SmartLink unit acknowledges the command by responding with one long beep.
6. If the same Output is used in more than one command line only the last command will be processed.
7. To hang up, press the \* **Key (Star)** twice on the telephone.

FOR EXAMPLE:	COMMAND LINE
a. To <b>Arm</b> the SmartLink unit.	<b>050</b>
b. To <b>Disarm</b> the SmartLink unit.	<b>070</b>
c. To Enable Auxiliary <b>Output 1</b> Straight away.	<b>130</b>
d. To Disable Auxiliary <b>Output 1</b> Straight away.	<b>110</b>
e. To Enable Auxiliary <b>Output 2</b> Straight away.	<b>230</b>
f. To Disable Auxiliary <b>Output 2</b> Straight away.	<b>210</b>
g. To Enable Auxiliary <b>Output 2</b> for 9 minutes.	<b>259</b>
h. To Disable Auxiliary <b>Output 2</b> Straight away.	<b>210</b>
i. To Enable Auxiliary <b>Output 3</b> Straight away.	<b>330</b>
j. To Disable Auxiliary <b>Output 3</b> Straight away.	<b>310</b>
k. To Enable Auxiliary <b>Output 3</b> in 3 minutes.	<b>363</b>
l. To Disable Auxiliary <b>Output 3</b> in 5 minutes.	<b>385</b>

## 7.2 PHONE NUMBERS “n1” to “n4”

There are 4 Phone Numbers, a PRIMARY NUMBER “n1”, a SECONDARY NUMBER “n2” and another two PHONE NUMBERS “n3” and “n4”.

This reporting is used to transmit alarms from a subscriber’s site to a Control Centre via the telephone. The SmartLink unit will dial initially 10 times alternating between phone numbers as described below. These initial dials are only 5.5 seconds apart if dialling two different numbers, and 30 seconds apart if dialling the same number. After this another dial will be performed 5 minutes later and then every hour until 20 dials have been reached in total. The SmartLink unit will attempt to dial again only if there is a new alarm to transmit.

If the “Ph” PHONE OPTION is Disabled, then the SmartLink unit will alternate between the programmed numbers until it has successfully passed the message to one of the first two Phone Numbers “n1” or “n2” (Control Centre), and also successfully passed the message to one of the last two Phone Numbers “n3” or “n4” (if programmed in).

If the “Ph” PHONE OPTION is Enabled, then the first six attempts will alternate between the first two programmed Phone Numbers “n1” or “n2”. If within these six attempts one message succeeds then the remainder of the attempts will be made to the last two programmed Phone Numbers “n3” or “n4” until one message succeeds. If within the first six attempts the message does not get through successfully then the remainder of the calls will alternate between the programmed phone numbers until one message is successful on one of the first two numbers and one of the last two numbers.

### NOTE:

- **If only the last two Phone Numbers “n3” and “n4” are programmed in, the SmartLink unit will only report direct voice contact. Refer to Section 9.3 for operations.**

## 7.3 ALARM REPORTING STATES

Each alarm may be reported as one of the following states:-

- New Alarm
- Restore
- Normal
- Trouble
- Outstanding

## 7.4 ALARMS REPORTED

The following alarms may be sent on the dialler:-

- **Contact ID - Panic or Duress**
- **Ademco - Alarm (Pendants or SmartLink HELP (Red) Button)**  
**Duress if option “CL” CALL OPTION AVAILABLE ON KEYS is Enabled**
- Inactivity timer / Supervision alarm
- Alarm radio detectors 1-8
- Tamper radio detectors 1-8
- Auto Exclude radio detectors 1-8
- AC Fail (Mains Fail)
- Low Battery SmartLink unit
- Low Battery Radio Key Pendant
- Low Battery Radio Detector
- Test Calls

# 8. OPERATION MODE

## 8.1 NORMAL/DISARM MODE

### ***Ademco and British DTMF Versions:***

Press the SmartLink unit CANCEL (Green) Button to DISARM or the OFF Button on a Radio Key Pendant (any programmed User Key with option “Sc” SECURITY).

Speaker beeps 3 times and status display “0” for 4 seconds.

In Disarmed Mode, the CANCEL (Green) Button will flash once every 4 seconds to indicate the SmartLink unit is functioning normally.

NOTE: If the option “CS” CALL SEND (Ademco Version only) is Enabled, then the SmartLink unit CANCEL (Green) Button send a non valid Ademco Manual Test Call (NNNN/ 5555555 / 7) when pressed.

### ***Contact ID Version:***

Press OFF Button on a Radio Key Pendant (any programmed User Key with options “Pn” PANIC, “dP” DELAY PANIC or “du” DURESS) to DISARM.

Speaker beeps 3 times and status display “0” for 4 seconds.

The SmartLink unit will not be Disarmed from HOME Mode if the SmartLink unit is in Voice Report or Hands Free operations. First Voice Report and Hands Free operations must be completed and then the system can be Disarmed.

In Disarmed Mode, the CANCEL (Green) Button will flash once every 4 seconds to indicate the SmartLink unit is functioning normally.

NOTE: If the option “Cb” CANCEL BUTTON is Enabled then the SmartLink unit will Restore any outstanding alarms or put the SmartLink unit to Disarmed Mode when the CANCEL (Green) Button is pressed.

## 8.2 ARM MODE

Press ON Button on a Radio Key Pendant (any programmed User Key with options “Sc” SECURITY, “Pn” PANIC, “dP” DELAY PANIC or “du” DURESS) to ARM. The exit delay time is programmed in as an option “E1” EXIT TIME. During exit delay time “A” for ARMED will be displayed.

Speaker will give one beep at the start of exit delay time. At the end of exit time the display extinguishes and the speaker gives a single beep to indicate that the system is fully ARMED.

If the option “OC” OPEN/CLOSE REPORTS (Contact ID Version only) is Enabled then Open/Close reports are sent to the Control Centre.

Tampers will cause the SmartLink unit to Alarm and will be reported to the Control Centre.

Rapid chirps for 4 seconds during EXIT DELAY TIME “E1” indicates a Reed Switch is unsealed. “A1” – “A8” will indicate the unsealed Detector. Detector Trouble will be reported, if Reed Switch is still unsealed at the end of exit time.

NOTES:

- All Detectors in ARM and HOME Mode will alarm when system is in this mode.
- ARM mode may only be entered if at least one Detector is programmed with an option “A1” ALARM, “Ho” HOME or “Si” SILENT. The SmartLink unit must be in DISARMED mode before entering ARM mode.

## 8.3 HOME MODE (Note: Contact ID Version Only)

Press ON Button 2 times on a Radio Key Pendant within 3 seconds to enter HOME mode (any programmed User Key with options “Pn” PANIC, “dP” DELAY PANIC or “du” DURESS).

Speaker beeps 5 times and status display shows “H”. At the end of exit time the display extinguishes and the speaker gives a single beep to indicate that the system is ARMED.

The CANCEL (Green) Button will flash once every 0.5 seconds to indicate the SmartLink unit is in HOME mode.

HOME mode has the same Entry and Exit Times as ARMED mode.

Rapid chirps for 4 seconds during EXIT DELAY TIME indicates a Reed Switch, that is programmed to “Ho” HOME option, is unsealed. “A1” – “A8” will indicate the unsealed Detector. Detector Trouble will be reported if Reed Switch is still unsealed at the end of exit time.

NOTE: Only Detectors programmed with a “Ho” HOME option will alarm in HOME mode.

# 9. VOICE ANNUNCIATOR

## 9.1 “HANDS FREE” PHONE OPERATION

### *Ademco and British DTMF Versions:*

- Uses the SmartLink CANCEL (Green) Button to answer or hang up an incoming telephone call “hands free”.
- Uses the PANIC Button (Keys programmed with “An” ANSWER option) or the OFF Button (Keys programmed with “Sc” SECURITY option) to answer or hang up an incoming telephone call “hands free”.

NOTE: “Hands free” is a two-way communication over the telephone and is not effected by the “SH” QUIET option.

### *Contact ID Version:*

- Uses the SmartLink CANCEL (Green) Button to answer or hang up an incoming telephone call “hands free”.
- Uses the OFF Button (any Keys programmed with “Pn” PANIC, “dP” DELAY PANIC or “du” DURESS option) to answer or hang up an incoming telephone call “hands free”.

## 9.2 AUTO ANSWER AND REMOTE VOICE CONTROL

### 9.2.1 AUTO ANSWER

When an alarm is sent to the Control Centre, the voice circuits are enabled for the amount of minutes programmed in the “Ac” ANSWER CALL option. (Any incoming call within this time will be automatically answered). The SmartLink unit will then output tones and or annunciate “Alarm” to indicate the phone has been answered. The originator (Control Centre) of the call back must press the # **Key** on their telephone within 30 seconds of the Smartlink unit answering, establishing a 3 minute voice connection between both parties. Failure to press the # **Key** will result in the Smartlink unit disconnecting. Time can be extended in 3 minute blocks by pressing the # **Key** within 30 seconds after the warning tones (every 2 minutes and 30 seconds). When a call is terminated the voice circuits are enabled for the time period programmed in the “Ac” ANSWER CALL, so that any incoming call during this time will be automatically answered again.

Press the CANCEL (Green) Button on the SmartLink unit or any OFF Button (Radio Key Pendants) to immediately hang up the call and inhibit any more Auto Answering for that alarm.

### *Ademco and British DTMF Versions:*

- If “SH” QUIET option is Disabled, then the SmartLink unit will answer the call after the number of rings programmed in “rd” RINGS DETECTED (2-9 Rings) option.
- If “SH” QUIET option is Enabled, then the SmartLink unit will answer in Listen Mode Only immediately after detection of ringing.
- The program option “C1” – “C8” CALL BACK ON CHANNEL 1 – 8 effect the Ademco Channel. For example if “C7” is Disabled then call back will not be available on INACTIVITY, CALL7, INPUT3 and HELP7 alarms, basically any alarm sent on Channel 7.

### *Contact ID Version:*

- If a Radio Key Pendant is programmed with the “du” DURESS option or a Detector with the “Si” SILENT option, SmartLink unit will override the option and assume the option was Enabled. The call would have been answered in a Listen Mode Only where the speaker is Disabled.
- The program option “C1” – “C8” CALL BACK ON CHANNEL 1 - 8 only effects alarms of individual Detectors. For example, “C2” option is Disabled so call back will not be available on any alarm generated by Detector 2.

### 9.2.2 REMOTE VOICE CONTROL

#### **Enhance Microphone Sensitivity: Press 3 Key**

The SmartLink unit may be enhanced during an emergency call so that quiet or distant voices may be detected. Pressing the **3 Key** on the Control Centre’s telephone will increase microphone sensitivity and the SmartLink unit speaker will be Disabled. Pressing the **3 Key** again will Disable the enhanced mode (Toggles back and forth). The SmartLink unit will respond with 2 beeps to indicate the beginning of enhanced mode and 1 beep to indicate dropping out of enhanced mode.

#### **Hang Up: Press \* (Star) Key Twice**

Pressing \* (Star) **Key twice** on the telephone will terminate the call. The voice circuits will remain Enabled for 6 minutes (as programmed in the “Ac” ANSWER CALL) so that any incoming call within this time will be automatically answered.

#### **Hang Up: Press \* (Star) and # (Hash) Key**

Pressing \* (Star) **Key** and then # (Hash) **Key** on the telephone will terminate the call.

**The voice circuits will be Disabled and SmartLink unit will not auto answer any incoming call.**

**NO RESTORE message will be sent to the Control Centre.**

## 9.3 VOICE ONLY REPORTS “n3” and “n4”

When an alarm is to be sent, the SmartLink unit will dial the programmed Phone Numbers “n3” and “n4” eg: mobile phone etc. Beeps will be heard on the receiving phone every 5 seconds. The person receiving the call must answer the phone and **press the # (Hash) Key** on their phone within 2 minutes to acknowledge the call. Direct voice contact will be Enabled after acknowledging the call. If the # (Hash) Key is not pressed, the SmartLink unit will hang up and then try to ring the next number in sequence until it successfully rings a voice only report number.

The call can continue in three minute packets whereby every two minutes and thirty seconds, the SmartLink unit outputs a tone so that the person who receives the call has to press the # (Hash) Key to continue the call for another three minutes.

To Hang Up, **Press the \* (Star) Key twice** on the telephone. The voice circuits will remain Enabled for 6 minutes (as programmed in the “Ac” ANSWER CALL) so that any incoming call within this time will be automatically answered.

## 9.4 BRITISH DTMF (UNIVERSAL MODE) VERSION ONLY

When a Panic/Duress or Detector alarm is sent to a Tunstall Control Centre, the SmartLink unit will remain on line for 5 minutes with voice communications Enabled. This can be suppressed for Detector alarms if the specific “C1” – “C8” CALL BACK ON CHANNEL 1 - 8 option is Disabled.

With every tone sent from the Tunstall Control Centre, the voice circuits are Enabled for the amount of minutes programmed in the “Ac” ANSWER CALL option.

The SmartLink unit will accept the following commands from a Tunstall Control Centre: TALK, LISTEN, INCREASE VOLUME, DECREASE VOLUME and CANCEL.

When the call is terminated successfully by pressing the CANCEL Button (Tunstall Control Centre), the voice circuits will be Disabled. If however the call is terminated unexpectedly by running out of time or recognising that the Tunstall Control Centre has hung up, the voice circuits are Enabled for another time (as programmed in the “Ac” ANSWER CALL) so that any incoming call within this time will be answered.

# 10. SPECIAL FUNCTIONS

Your SmartLink unit may have been programmed with one or more special features by your installer, these are described below, check with your Monitoring Company if you have any queries about these or other features.

## 10.1 OVER DUE TIMER (PILL TIMER)

Your SmartLink unit can be programmed to produce regular warning beeps such as a Medication reminder.

When the Over Due Timer is active it will be pre-set by your Installer to provide warning beeps and flash the HELP (RED) BUTTON for 10 minutes as a reminder to take your Medication. You can stop the warning by pressing the CANCEL (GREEN) BUTTON while the warning is happening.

**NOTE: There is NO Help message sent to your Control Centre, the warning is a reminder for you only.**

If you do not press the CANCEL (GREEN) BUTTON while the warning is sounding (10 minutes) the Over Due Timer will de-activate and it will not re-start until the CANCEL (GREEN) BUTTON is pressed again.

You can use this as a useful feature if you wish to change the timer to commence at a different time. For example simply press the CANCEL (GREEN) BUTTON at 4pm to have the Over Due Timer warning sound every day at 4 o'clock in the afternoon.

If you wish to change the timer to a different interval e.g. every week, then your Control Centre may be able to change this time over the phone or your Installer can change it for you.

## 10.2 INACTIVITY MONITOR

Your SmartLink unit may have been programmed by your Installer to ensure that you have not had an accident and are unable to move and you do not have a Pendant with you to call for Help.

The Inactivity Monitor, after a fixed period of time without any activity, will automatically send a Help message to your Control Centre. The SmartLink unit will produce warning beeps and flash the HELP (RED) BUTTON.

# 11. DIALLER REPORTING

## 11.1 ADEMCO HIGH SPEED EXTENDED REPORTING

This reporting is used to transmit alarms from a subscriber's site to a Control Centre via the telephone. The transmission is done using DTMF tones. 14 digits are sent to report an alarm. The format is as follows:

**SSSS QQQQQQQQ Q E**

**SSSS** 4 digit subscriber ID (Client Account Number).

**Q** Event qualifier (9 Channels).

Channels 1-8 indicate the status of the 8 reporting channels.

Each channel may have the following values:

- 1 - New alarm
- 3 - Restore
- 5 - Normal
- 6 - Previously reported event

Channel 9 indicates the type of event.

Channel 9 may have the following values:

- 1 - Extra Alarms
- 5 - Zone Trouble
- 6 - System Alarms
- 7 - Zone Alarm
- 9 - Test

Therefore, Channel 9 determines what channels 1-8 mean.

**E** Error check

### Alarms sent with "CL" CALL OPTION AVAILABLE ON KEYS DISABLED. (V2.0 – V2.2 Only)

CH 9	1*	5	6	7	9
CH 1	DET1	LOW BATT P1	AC POWER	HELP P 1	none
CH 2	DET2	LOW BATT P2	LOW BATT	HELP P 2	none
CH 3	DET3	LOW BATT P3	none	HELP P 3	none
CH 4	DET4	LOW BATT P4	none	HELP P 4	none
CH 5	DET5/IN1	LOW BATT P5	none	HELP P 5	none
CH 6	DET6/IN2	LOW BATT P6	none	HELP P 6	none
CH 7	DET7/ IN3/ INACTIV	LOW BATT P7	none	HELP P 7	none
CH 8	DET8/IN4	LOW BATT P8	none	HELP P 8	none

\*Note: The SmartLink unit HELP will be on the channel programmed in the System "S\_" Main Menu Option and the SmartLink unit Help (Red) Button Reporting Channel "HE" option.

### Alarms sent with "CL" CALL OPTION AVAILABLE ON KEYS ENABLED. (V2.0 – 2.2 Only)

CH 9	1*	5	6	7	9
CH 1	DET1/HELP P1	LOW BATT P1	AC POWER	CALL P 1	none
CH 2	DET2/HELP P2	LOW BATT P2	LOW BATT	CALL P 2	none
CH 3	DET2/HELP P3	LOW BATT P3	none	CALL P 3	none
CH 4	DET4/HELP P4	LOW BATT P4	none	CALL P 4	none
CH 5	DET5/HELP P5 / IN1	LOW BATT P5	none	CALL P 5	none
CH 6	DET6/HELP P6 / IN2	LOW BATT P6	none	CALL P 6	none
CH 7	DET7/HELP P6/IN3/INACTIV	LOW BATT P7	none	CALL P 7	none
CH 8	DET8/HELP P8 / IN4	LOW BATT P8	none	CALL P 8	none

\*Note: Depending upon the program option in the System "S\_" Main Menu Option and the SmartLink Help (Red) Button Reporting Channel "HE" the main unit HELP will double up on the same Channel of a programmed Radio Key HELP.

## 11.2 CONTACT ID REPORTING

This reporting is used to transmit alarms from a subscriber's site to a Control Centre via the telephone. The transmission is done using DTMF tones. 14 digits are sent to report an alarm. The format is as follows:

### SSSS 18 Q XYZ GG CCC E

- SSSS** 4 digit subscriber ID (Client Account Number).  
**18** Uniquely identifies this format as Contact ID.  
**Q** Event qualifier:  
 1 - New alarm  
 3 - Restore  
**XYZ** Event code, see table.  
**GG** Group code (always 00).  
**CCC** Zone or sensor number or user ID for Open/Close reports.  
**E** Error check.

Program Option	Event Code (XYZ)	Zone Number (CCC)
<b>Detector Alarms</b>		
Detector Alarm Option - "Al"	130 Burglary	9 – 16
Detector Home Mode Option - "Ho"	131 Perimeter	9 – 16 (Note: V2.0 – V2.4 only)
Detector Fire Option - "Fi"	133 24 hour	9 - 16
Detector Silent Option - "Si"	130 Burglary	9 - 16
<b>Tamper Alarms</b>		
Detector Tamper	383 Tamper	9 - 16
<b>Panic Alarms</b>		
Help Button on Medi-Call unit	120 Panic Alarm	6
Hardwired Inputs 1 to 4 – "i1" to "i4"	120 Panic Alarm	21 - 24
Radio Keys Panic Option - "Pn" or "An"	120 Panic Alarm	1 - 8
Radio Keys Delay Panic Option – "dP"	100 Medical Alarm	1 - 8
Radio Keys Duress Option - "du"	121 Duress Alarm	1 - 8
<b>Other Alarms</b>		
Supervision Option "Su"	355	9 - 16
Inactivity Detectors Option "IA"	130	15
Dementia Keys Option "di"	130	1 - 8
Mains Fail	301 AC Loss	0
Main unit Low Battery	302 Low System Battery	0
Detectors Low Battery	384 RF Transmitter Low Battery	9 - 16
Radio Keys (Pendants) Low Battery	384 RF Transmitter Low Battery	1 - 8
Open/Close Reports	401 O/C by user	1 - 8
Auto Exclude (Reed Switch only)	380 Sensor Bypass (Trouble)	1 – 8, ( Note: 9 – 16 V2.3 onwards)
Test Call	602 Period test report	0

## 11.3 BRITISH DTMF (UNIVERSAL ) REPORTING

This reporting is used to transmit alarms from a subscriber's site to a Tunstall Base Station via the telephone line. The transmission is done using DTMF tones. 24 digits are sent to report an alarm. The format is as follows:

**BBBB E A SSSSSSSSSSSS HHHH CC**

**BBBB** Beginning of message tones - Always D#20

**E** Equipment type:  
     0 Tunstall Piper Portal  
     1 Tunstall Piper Premier

**A** Alarm Types (See Table Below)

**SSSSSSSSSSSS** 12 digit Subscriber ID

**HHHH** Hard wired alarm

**EE** Error check

1. The Tunstall Base Station will transmit a trigger message, DTMF digits 'DB', to signal to the SmartLink unit to start its transmission.
2. The Tunstall Base Station will transmit a kiss off message, DTMF digits 'DB', to signal to the SmartLink unit that it has received the message.
3. After the kiss off message is received the SmartLink unit will stay on line with voice Enabled, microphone on low sensitivity.
4. If the DTMF digit 'C' is received (press TALK button at the Base Station), the Base Station is in talk mode. The SmartLink unit should be set to voice Enabled, microphone on low sensitivity.
5. If the DTMF digit '\*' is received (release TALK button at Base Station), the Base Station is in listen mode. The SmartLink unit should be set to enhance only if increased volume has previously been selected.
6. If the DTMF digit '1' is received (INC-VOL button), the Base Station has requested volume increase. The SmartLink unit should be set to enhance mode when the Base Station is in listen mode. Enhance mode will time out after 15 seconds.
7. If the DTMF digit '2' is received (DEC-VOL button), the Base Station has requested volume decrease. The SmartLink unit should be set to microphone/speaker when in listen mode.
8. If the DTMF digit '#' is received (CANCEL button), the Base Station has cancelled. The SmartLink unit should hang up and restore the alarm.
9. The SmartLink unit remain on line for 5 minutes with voice communications Enabled. When a valid DTMF DIGIT is received (C, \*, 1 or 2) the timer will restart with 3 minutes.
10. When the call is terminated, the voice circuits are Enabled for another 3 minutes so that any incoming call within this 3 minutes time will be automatically answered as a further emergency back up.

<b>ALARM:</b>	<b>CODE RECEIVED:</b>
SmartLink unit Help Button	1
V2.0 – V2.2 : Radio Keys Help (User Keys "u1" to "u7") V2.3 onwards: Radio Keys Help (User Keys "u1" to "u4")	2
Smoke Alarm (Detectors "d1" to "d8" programmed as Fire "Fi") V2.3 onwards: Hardwire Input 4 ("i4")	3
Mains Fail	4
Radio Keys Low Battery (User Keys "u1" to "u8")	5
SmartLink unit Low Battery	6
Inactivity Alarm (Inactivity Detectors "IA" and Dementia Keys "di")	7
Test Call (Time Till First Test Call "1C" and Test Call Time "2C")	8
Intruder , Detectors ("d1" to "d8" programmed as Alarm "AI")	9
V2.3 onwards: Radio Keys Help "u5" to "u8" & Hardwire Inputs "i1" to "i3"	* or E

# 12. UP/DOWNLOAD REMOTE PROGRAMMING

The SmartLink unit may be Remotely Programmed via a telephone modem link. Remote programming is Enabled when in Program Mode and if the “ud” UP/DOWNLOAD option is Enabled (Enabled all the time). The SmartLink unit can be placed in Program Mode as described in PROGRAM MODE.

The SmartLink unit may be installed in parallel with answering machines, faxes etc. which will all answer the phone. The SmartLink unit uses an answering technique called fax defeat. Fax defeat is done by calling the SmartLink unit, hanging up and calling back. The SmartLink unit will automatically answer the phone as soon as the call back ring is detected.

All PROGRAMMING OPTIONS may be remotely programmed through the Up/Download Software package.

The SmartLink unit will remain online while data is being transferred from the Up/Download Software via the modem. The unit will automatically disconnect after any 3 minute period of idle activity (this ensures communication failures will not leave the SmartLink unit in PROGRAM MODE).

The Up/Download Software will automatically sequence dial the SmartLink unit through any computer provided that the Client Account Number “CA” in the Software matches the SmartLink unit to allow access to remote programming.

All Programming Options are available both through Manual Programming or Up/Download Software Programming.

## Example Screen :

The screenshot displays the 'Upload/Download Software V5.0' application window. Inside, there is a 'Customer Database' form. The form has a menu bar with 'Client', 'Edit', 'Com Port', and 'Help'. The main area contains a form with the following fields and controls:

- Buttons: 'Add new client' and 'Remove this client'
- Client: A dropdown menu showing 'Medi-Call Unit V2.5' and an 'Alarm Details' button.
- Form fields: 'CompanyName', 'Address', 'City', 'State', 'Contact Phone', 'Fax', 'Email', 'Alarm Phone', and 'Notes'.

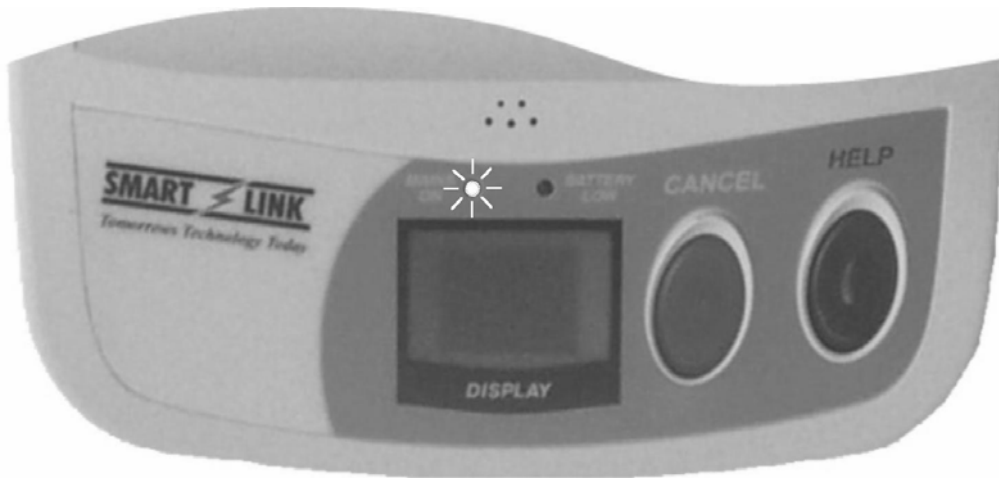
At the bottom of the window, there is a 'Form View' button and a 'FLTR' button with a filter icon. The 'NUM' button is also visible.

# 13. USING SMARTLINK

## 13.1 NORMAL OPERATION






Your SmartLink unit will normally look like this:

The MAINS ON Light should be ON and the CANCEL (GREEN) BUTTON will FLASH every 4 seconds.



## 13.2 TO CALL FOR HELP

You can make your SmartLink Call for Help by either:

<b>1</b>		<p>Pressing the HELP (RED) BUTTON on the SmartLink unit.</p>	<b>2</b>		<p>The HELP (RED) BUTTON will FLASH rapidly and the SmartLink unit will start beeping.</p> <p>This is a Pre-Alarm warning, while this is sounding you can Cancel the Help alarm by pressing the CANCEL (GREEN) BUTTON on the SmartLink unit.</p>
		<p><b>OR</b> Pressing the Large HELP (Panic) BUTTON on your Wristwatch/ Pendant for 2 Seconds.</p>		<b>3</b>	
		<p><b>OR</b> Pressing the Front or Side Lever HELP (Panic) Button(s) on your Box Style Pendant for 2 Seconds.</p>			

# 14. DISPLAYS AND WARNINGS

## HELP (RED) BUTTON FLASHING QUICKLY WHILE BEEPING

Your SmartLink unit is about to send a Help message to your Control Centre.

## HELP (RED) BUTTON FLASHING SLOWLY

Your SmartLink unit has sent a Help message to your Control Centre and is waiting to send the I'm O.K message. The **CANCEL (GREEN) BUTTON** will need to be pressed to send the I'm O.K message.

## FAULT DISPLAYS



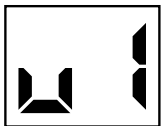
### MAINS ON LIGHT FLASHING

**AC Power Fail** – Check and make sure that the MAINS Power Pack is plugged in and turned ON at the Power Point.



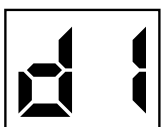
### BATTERY LOW LIGHT FLASHING

**Power has been off for too long and Battery is Low or Faulty.** Contact your Installer or Control Centre.



**11 TO 18 IS ON THE DISPLAY (FLASHING)**

**Pendant Low Battery** – Contact your Installer or Control Centre.



**21 TO 28 IS ON THE DISPLAY (FLASHING)**

**Detector Low Battery** - Contact your Installer or Control Centre.



**31 IS ON THE DISPLAY**

**The SmartLink unit failed to send a message to your Control Centre** – Check and make sure that the telephone lead is plugged in and all normal telephones are working.



**41 IS ON THE DISPLAY**

**The telephone line has failed** – Check and make sure that the telephone lead is plugged in and all normal telephones are working. (The SmartLink unit will also beep for 25 seconds).

# 15. SPECIFICATIONS

## SmartLink Unit

- Dimensions 286 x 174 x 38 mm
- Weight 590gms (including battery)
- Quiescent Current 1mA
- AC Plug Pack 17V AC 300mA with integral earth
- Battery Backup 8.4V Rechargeable Ni-MH
- Radio Receiver Superheterodyne
- Sensitivity > -110dbm
- Range 50 to 100 metres open air (Subject to environmental conditions)

## Transmitter

- Type SAWR stabilised
- Frequency 304 MHz (Australia & New Zealand)  
315 MHz (Singapore, USA & Canada)  
434 MHz (UK & Europe)
- Power Output < 100 uW (or various international compliances)

## Conforming Standards

- IS09001/2000 International Quality manufacturing Standards
- AS4607 Personal Response Systems
- TS002 Public Switched Telephone Network (Australia & New Zealand, ACA)
- PSTN1 Public Switched Telephone Network (Singapore)
- TBR21 Public Switched Telephone Network (UK & Europe)
- AS2201.4 (C2) Intruder Alarm Systems - Wireless
- AS4268.2 Emissions (Australian & New Zealand)
- FCC 47 Part 15 Emissions FCC (USA, Canada & Singapore)
- EN301 489-3 Emissions EMC (UK & Europe)
- EN300 220-1 V1.3.1 Radio Device RF Performance (UK & Europe)
- EN60950 Safety Requirements (UK & Europe)
- CE UK Standards
- TIA/EIA/IS-968 US FCC Dialler Approvals
- IC CS-03 Issue 8 Part 1 Canadian Dialler Approvals

**WARNING:** For safety reasons, only connect equipment with a telecommunications compliance label. This includes customer equipment previously labelled permitted or certified.



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February 2006

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To the best of our knowledge, the information contained in this manual is correct at the time of print. SmartLink International Pty Ltd reserve the right to make changes to the features and specifications at any time without prior notice in the course of product development.