Quick user guide

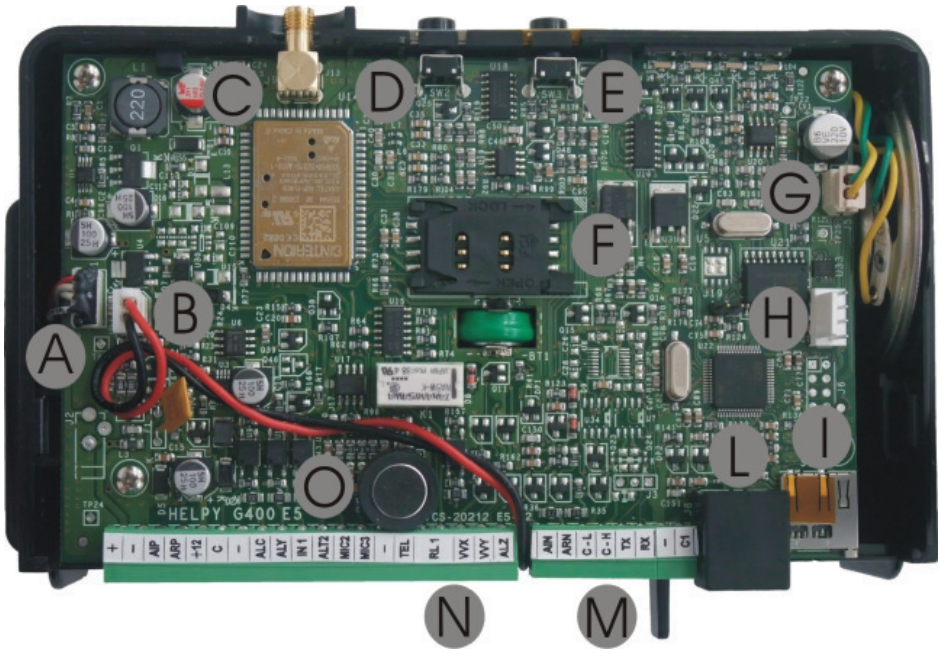
HELPY GSM

EN81.28 (2018) integrated
GSM lift emergency
call system

ROCOM

Content

Overview



Helpy GSM open case

A	Internal power-supply connector
B	Built-in backup battery connector
C	Antenna cable connector
D	Reset pushbutton
E	Alarm pushbutton
F	SIM Card slot with front panel
G	Built-in loudspeaker connector
H	Serial port for PC connection
I	Micro SD Card slot
L	RJ11 connector for local telephone
M	Battery compartment door
N	Terminal blocks
O	Built-in microphone

Installation place

The installation place for the device must be:

- inside a dry room;
- free from dust, heat and direct sun radiation;
- free from liquids and chemical aggressive substances.

Before the installation please follow these advices:

- The device must be powered only using the voltage as indicated in the type lable.
- If a liquid gets into the device please disconnet immediatly the device from the power supply. The device can be repaired only by qualified personnel.

- Static discharges may damage the device. Please ensure that you are staticaly discharged using a power grounding before handling the device.

Security advices

Please read carefully this user guide before you install the device. Follow all security advices. Not following the rules may be against existing law or cause dangerous situations.
Helpy GSM is a low power radio transmission device, when it is powered it will send and receive radio waves.
The device generates a magnetic field and must be used away from magnetic media (like discs, tapes, and similar).
The use of the device near to electrical of electronical devices like radio, TV, phone-sand PC may generate disturbances.

Radio disturbances
As any other wireless device Helpy GMS may be disturbed by radio waves.

Use in a car
Do not use the device while driving. If you plan to use the device in a car please ensure that all installed device are protected against radio disturbances. Never use or install the device near to an airbag or within the action radius of an airbag.

Use in a airplan
In an airplan Helpy GSM must be switched off. The use of GSM device in an airplan is forbidden by law.

Use within an hospital
Switch Helpy GSM off if you are close to any electromedical apparature.
Please take care that disturbances may affect the use of cardiological and acoustical devices. As Helpy GSM ist not a mobile device it is not intended for a use in contact with human body. The use of the device within an hospital or any other health facility is only possible if the security advices are followed with the highest attention. Wherever the use of GSM devices is forbidden also the use and the installation of a Helpy GSM is not permitted.

Use close to explosive material
Helpy GSM may not be used or installed within fuel depots, chemical facilities or within areas where explosive gas is present or used. The installation and use of this device within such enviroments can be done only following the highest security advices.

Usage
Do not use Helpy GSM in contact with human body. Do not touch the antenna during opertation if not specifically required. Use only original and approved spare parts.

Installation

Ensure that at the installation location a power plug in available nearby. For the wall installation you can use the screws delivered with the unit.
It is very important that the Helpy GSM unit has all time the best GSM signal to avoid disturbances during operation time. Before you install the device at his final position be sure that it is the best spot you can find. To do this use an mobile phone with a SIM card of the same provider that you are going to use with the Helpy GSM and try at the spot you are going to use to setup a communication. If during the conversation you will notice disturbances or interruptions you will have to look for a better position.

SIM card installation

For the installation of the SIM card be sure that the devices is **SWITCHED OFF**! The SIM card has to be placed into the specific slot. The card should have the PIN code disabled.

PLEASE NOTE!
If you change the SIM card switch all time the POWER OFF!

Ensure that the PIN code of the SIM card is disabled with a mobile phone BEFORE you install it into the device.

If the SIM card is changed ensure that the new card has the PIN code is disabled.

For a proper maintenance of the device you need a SIM card with SMS and GPRS data volume. SMS is required for programming and data volume for firmware updates. For data connectivity ensure that you have the APN user name and password available from your provider.

GSM antenna

The antenna provided is connected to the device with the proper connector outside the case. If you notice problems in getting a proper GSM network signal you may change the antenna. Specific antennas may solve the problem. Ask the technical support for more informations,

PLEASE NOTE!
Never power the Helpy GSM WITHOUT connected antenna. The radio transmission engine may be damaged.

Connection of the external power supply

The device is designed for statical installation and external power supply with 230 VAC. If required also a 12 VDC (min 11, max. 15 VDC) power voltage can be used. The device has an internal NiMH battery for emergency power supply if external power is missing.

The external power supply and battery status is show by the blue LED (see also ***LED indicators***).

PLEASE NOTE!
While you are handling with the 230 VAC power be aware to fullfill all national and international security standards as required.
If you need to switch off the device it is not enough to unplug the external power supply unit, as in this case it will be still powered by the internal battery. To complete switch off the unit you have to unplug the external PSU and the

Putting into service

After connection of the external power supply the device will first check the SIM card. If no card has been installed, or if it is broken or cann't be recognized by the unit, the red LED will start to flash quickly. In this case the SIM card has to be changed.

If everything is OK the device will start the initialisation procedure and login to the provider. This can take some time about 30 to 60 seconds. During this time the red LED will flash quickly. After succesful login the red LED will flash slowly.

Battery

The bulid in NiMH battery is continously tested by the Helpy GSM. If it will deinstalled or fail the device will rise an appropiate alarm. The first time this procedure will take place 6 hours after first activation. During the procedure the battery will be discharged over a load for several hours. If after the test the battery capacity will be below a defined level an appropiate alarm is rised. The discharging test will not take place or will be interrupted if the device is missing the external power supply. Furthermore the battery is protected against deep discharge. The battery should be changed anyway all 2 to 4 years depending on the installation enviroment and usage. In case of substitution only the same or a equivalent battery must be used to avoid damage on the product.

PLEASE NOTE!
The battery should be changes in any case after 7 years.

Reset button

The reset button has two different functions:

Short activation
The actual alarm will be resetted.

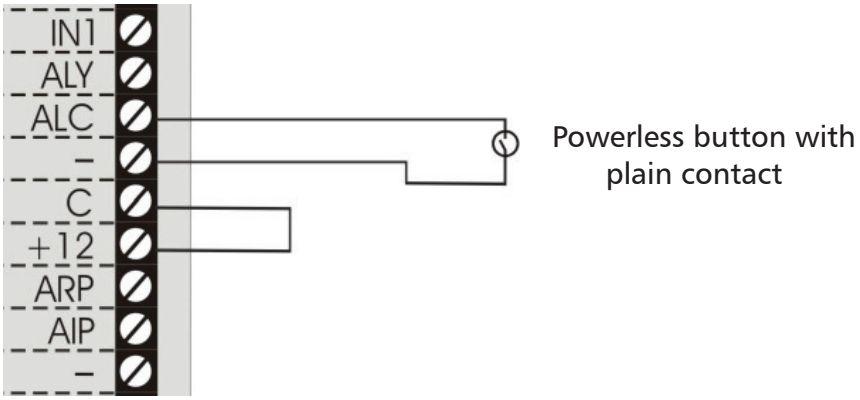
Long activation (10 seconds)
The system will be complete resetted and restarted. All programmed data will not be deleted.

Screw terminal block

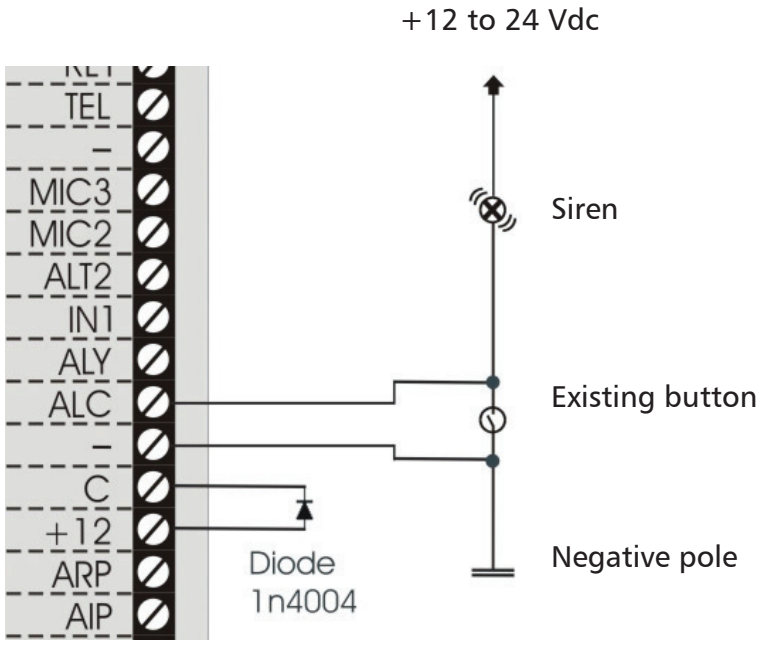
Name	Description
+	POWER SUPPLY INPUT (11-15VDC)(+)
-	POWER SUPPLY INPUT (11-15VDC)(-)
AIP	GIVEN ALARM INDICATOR LIGHT (output: 12VDC)
ARP	RECEIVED ALARM INDICATOR LIGHT (output: 12VDC)
+12	12VDC OUTPUT (max. 100mA)
C	COMMON TERMINAL FOR INPUT ALC
-	NEGATIVE POLE
ALC	ALARM INPUT FOR THE ELEVATOR CAR
ALY	ALARM INPUT FOR THE PIT
IN1	FILTER INPUT
ALT2	OUTPUT FOR CONNECTING THE LOUDSPEAKER OF A PASSIVE SPEAKER UNIT
MIC2	INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE
MIC3	INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE
-	NEGATIVE POLE
TEL	LOCAL TELEPHONE
RL1	RELAY
RL2	RELAY
VVX	OUTPUT FOR CONNECTING AN ADDITIONAL ACTIVE SPEAKER UNIT
VVY	OUTPUT FOR CONNECTING THE PIT ACTIVE SPEAKER UNIT
ALZ	ADDITIONAL ALARM INPUT(4) OR AUXILIARY INPUT
AIN	GIVEN ALARM INDICATOR LIGHT (output: 0VDC)
ARN	RECEIVED ALARM INDICATOR LIGHT (output: 0VDC)
-	NEGATIVE POLE
C1	COMMON TERMINAL FOR INPUT IN1(2)

Helpy GSM description of the terminal block

Connecting the emergency call button

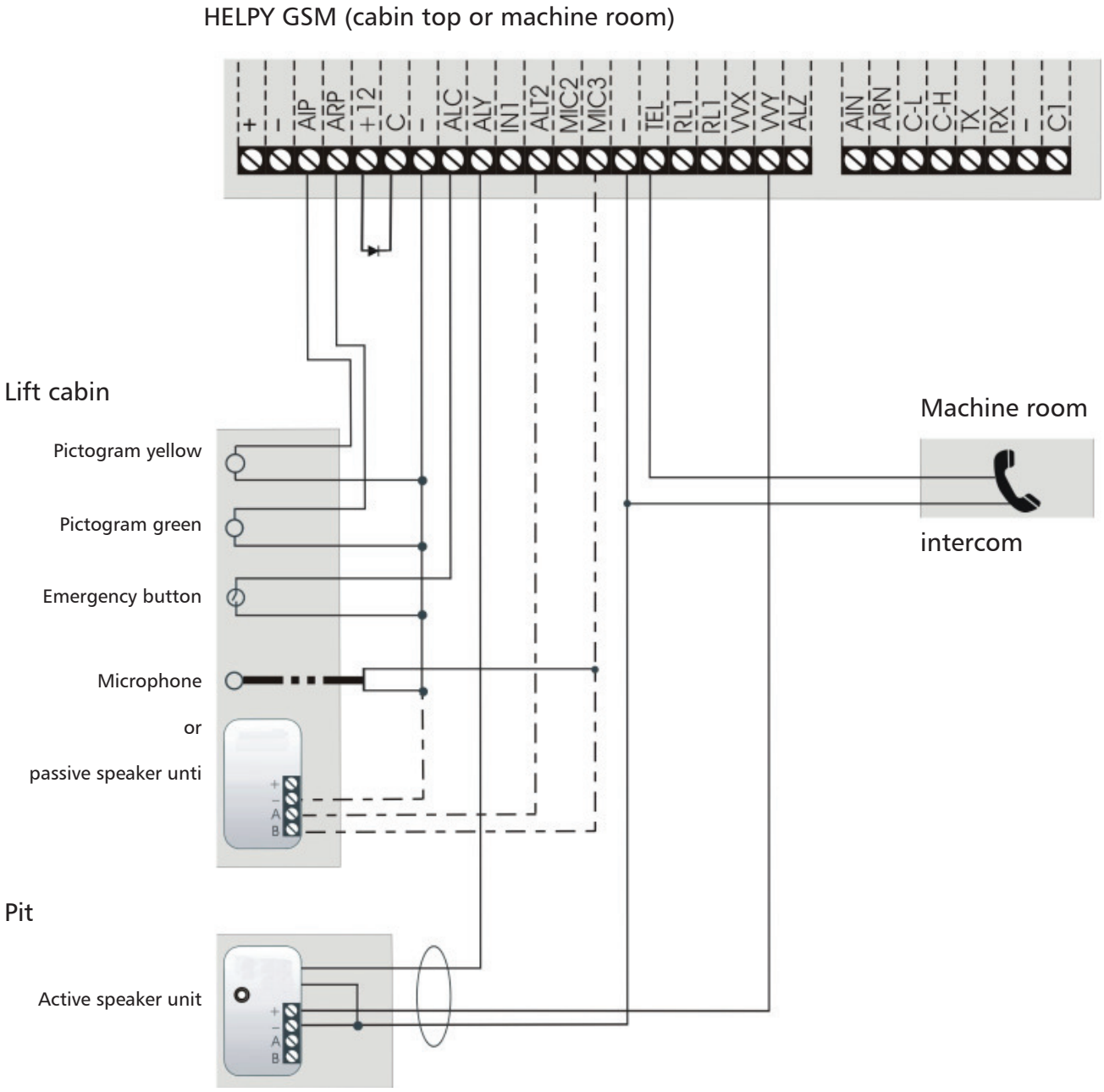


Helpy GSM connecting an powerless alarm button (normal closed or normal open)



Helpy GSM connecting an existing alarm button (normal open)

General wiring diagram



Helpy GSM general wiring diagram

Programming

Programming can be done using a standard analogue phone with DMTF dial, or using SMS, an USB cable conneted to a PC or using a SD card. For the programming using SMS, PC and SD card a programming tool ("Estant") ist available (www.rocom-gmbh.de for the download).

PLEASE NOTE!
During a programming sequence no more then 10 seconds waiting time betwwen two digits are allowed. After this time you get a warn tone and you must hang up.

This quick guide is only a short description of the most important programmations. The complete overview can only be found in the Estant programming tool.

Enabling programming mode

To enable the programming mode using a DTMF phone please dial:

DTMF

[*]<password (default "0")>[#]

DTMF example (default)

[*][0][#]

PLEASE NOTE!
If programming mode is active no outside calls will be answered

Disabling programming mode

To deactivate the programming mode:

DTMF

[*]<password (default "0")>[#]

DTMF example (default)

[*][0][#]

PLEASE NOTE!
With the same procedure also an activ alarm can be cancelled.

Telephone numbers

It is possible to program up to 12 differen telephone numbers for emergency calls, test calls and technical alarms. For each number a specific alarm receiving protocol can be defined. Each number can be 20 digits long.

DTMF

[2][1]<position><type><protocol><number>[#]

SMS

Et.hg *<password (default "0")>**#*** <position><type><protokol><number>***#***

Where:

<position> a value between ⓪① and ①② is to define which positon 1 to 12 you want to program.
<type> can have the following values:

- ① for **speech emergency call**
- ② for **battery alarm***
- ③ for **test call***
- ⑤ for **SIM card expiring alarm**
- ⑥ for **diagnostic alarm*** **(**microphone/loudspeaker failure**)**
- ⑦ for **power failure**
- ⑧ for **general technical alarm**
- ⑨ for **end of alarm**

<protocol> can have the following values:

- ② for **DTMF phone** (call handling using a DTMF phone)
- ③ for **Esseti protocol**
- ④ for **CLIP call** (call without answer, only for technical alarms)
- ⑤ for **SMS**
- ⑥ for **P100 protocol**

<number> the telephone number of the called party (max. 20 digits).

* Programming a telephone number with this alarm type will enable automaticallly this type of alarm.

Example

You want to program two receiver for emergency and test call to the telephone number 06106660055 using the P100 alarm call receiving protocol:

DTMF

[2][1][0][1][1][6][0][6][1][0][6][6][6][0][0][5][5][#]
[2][1][0][2][3][6][0][6][1][0][6][6][6][0][0][5][5][#]

SMS (with default password)
Et.hg *0# 21011606106660055# 21013606106660055#

PLEASE NOTE!
For the alarm type "speech emergency call" the CLIP protocol cann't be selected as it doesn't have a speech connection. Of course you can use the SMS protcol to send an alarm information, but this has to be send before the emergnecy

Check the programmed telephon numbers

You can check the programmed telephone number by dialing:

DTMF
2 1 <position> *

SMS
Et.hg *<password (default "0")>***#** <position>*

Recording identification message

If an emergency or technical alarm call is sent to a normal phone instead of a proper call center you can identify te calling lift using its own telephone number and an identification message. This message can be heard with both incoming and out-going calls.

DTMF
7 1 0 1 "Record identification message (max. 1 minute)" # 0

SMS
NOT AVAILABLE

Delete identification message

To delete the identification message:

DTMF
7 4 0 1

SMS
Et.hg *<password (default "0")>**# 7301****

Listen to the identification message

You can hear teh recorded identification message by dialing:

DTMF

7201

SMS
NOT AVAILABLE

ID code programming

If the emergency call. or also a technical alarm, has to be sent to a call center equipped with Esseti or P100 alarm reciever an ID code must be programmed to indentify the calling lift.

DTMF
222<ESSETI ID code always 10 digits long>#
223<P100 ID code always 8 digits long>#

SMS
Et.hg *<password (default "0")>***# 222***<ESSETI ID code always 10 digits long>***#**
Et.hg *<password (default "0")>***# 222***<P100 ID code always 8 digits long>***#**

Example
You want to program a Sie P100 ID code (12345678):

DMTF
2231234567#

SMS (with default password)
Et.hg *0# 22312345678#

Check the programmed ID code

You can check the programmed ID code by dialing:

DTMF
222* (ESSETI ID code)
223* (P100 ID code)

SMS
Et.hg *<password (default "0")>***# 222*** (ESSETI ID Code)
Et.hg *<password (default "0")>***# 223*** (P100 ID Code)

Test call

As defalut the test call is set to be send every 3 days at 4:00 am. You can change this values:

DTMF

3 1 <days between test calls 1- 9>

3 2 <daytime HHMM; von 0000 bis 2359> (24 h mode)

SMS

Et.hg *<password (default "0")>***# 31***<days between test calls 1- 9>

Et.hg *<password (default "0")>***# 32***<Tageszeit SSMM; von 0000 bis 2359>

Example

You to send a test call every day at 2:00 am:

DTMF

3 1 1

3 2 0 2 0 0

SMS (with default password)

Et.hg *0# 311 320200

PLEASE NOTE!

The test call is activated only after you have programmed a proper telephone number for the receiver (see also *Telephone numbers*)

Check test call programming

You can check the programmed test call settings by dialing:

DTMF

3 1 * (days)

3 2 * (hour)

SMS

Et.hg *<password (default "0")>***# 31*** (days)

Et.hg *<password (default "0")>***# 32*** (hour)

Test alarms

You can test the single programmed test and alarm calls by dialing

DTMF

9 0 0 9 9 <type>

SMS
Et.hg *<password (default "0")>***# 90099***<type>

Where <type> can have the following values:

- ① for **speech emergency call**
- ② for **battery alarm**
- ③ for **test call**
- ⑤ for **SIM card expiring alarm**
- ⑥ for **diagnostic alarm**
- ⑦ for **power failure**
- ⑧ for **general technical alarm**
- ⑨ for **end of alarm**

Acknowledgement procedure

If an emergency call is send to a normal phone and not to a call center you can do this with or without adn acknowledgement procedure. If the acknowledgement procedure is active the call is fully terminated only after receiving the digit [0] (call end). That means that only afterwards the call sequence will be terminated. Without an acknowledment procedure the call is terminated just hanging up the phone. Further it is possible to force the emergency call termination only using a local procedure at the device after the liberation has been done (as required by the EN81.28 (2018) specification). See also *Ending an alarm call*.

PLEASE NOTE!
The Helpy GSM emergency phone works digital. That means that on the contrary to pure analogue solutions the emergency phone knows always when the called party will answer and close the call. In this way it is possible to manage an emergency call to more telephone numbers also with a deactivated acknowledgement procedure. But an enabled acknowledgment procedure will ensure that the call is not lost also if it will reach an answering machine or similar devices. An operation conform to the EN81.28 specification without an active acknowledgement procedure is only possible if it ensured that the device cann't reach any automatic answering machine.

As default the acknowledgement procedure is activated. To deactive it dial:

DTMF
[7][7][0]

SMS
Et.hg *<password (default "0")>***# 770**

To reactivate the acknowledgmente procedure:

DTMF

7 7 1

SMS
Et.hg *<password (default "0")>***# 771**

To activate the acknowledgement procedure with local deactivation:

DTMF

7 7 2

SMS
Et.hg *<password (default "0")>***# 772**

Check acknowledgement procedure

You can check the programmed acknowledgement procedure settings by dialing:

DTMF

7 7 *

SMS
Et.hg *<password (default "0")>***# 77***

Speech connection

You can define when a speech connection must be established (microphone activation) after a call answer.

- Only after sending the acknowledgement digit 4
- Automatically after hearing the identification message
- Immediately after the call is activate

As default the speech connection will be activated after sending the acknowledegmente digit 4 . To change this please dial:

DTMF
Automatically after identification message

7 8 1

Immediately after call activation

7 8 2

SMS
Automatically after identification message
Et.hg *<password (default "0")>***# 781**
Immediately after call activation
Et.hg *<password (default "0")>***# 782**

To set back to default setting:

DTMF
7 8 0
SMS
Et.hg *<password (default "0")>***# 770**

Check speech connection activation

You can check the programmed speech connection activation settings by dialing:

DTMF
7 8 *

SMS
Et.hg *<password (default "0")>***# 78***

Relay function

Helpy GSM has a programmable relay for different functions:

- Relay follows the yellow indicator (emergency call activated)
- Relay follows the green indicator (emergency call has been answered)
- Power failure (after 30 seconds)
- Driver contact (activation time 2 seconds)
- Emergency/alarm call is active
- Emergency call button is pressed (siren driver)
- GSM network failure (default)

As default the relay is used to signal a GSM network failure (i.e. to switch off the lift in case of missing emegency call capability. To change the relay function:

DTMF
Relay follows the yellow indicator (emergency call activated)
7 5 1 1
Relay follows the green indicator (emergency call has been answered)
7 5 1 2
Power failure (after 30 seconds)

7 5 1 3
Driver contact (activation time 2 seconds)
7 5 1 4
Emergency/alarm call is active
7 5 1 5
Emergency call button is pressed (siren driver)
7 5 1 6

SMS
Relay follows the yellow indicator (emergency call activated)
Et.hg *<password (default "0")>***# 7511***
Relay follows the green indicator (emergency call has been answered)

Et.hg *<password (default "0")>***# 7512***
Power failure (after 30 seconds)
Et.hg *<password (default "0")>***# 7513***
Driver contact (activation time 2 seconds)

Et.hg *<password (default "0")>***# 7514***
mergency/alarm call is active

Et.hg *<password (default "0")>***# 7515***
Emergency call button is pressed (siren driver)
Et.hg *<password (default "0")>***# 7516***

To set back to default setting:

DTMF
7 5 1 7

SMS
Et.hg *<password (default "0")>***# 7517***

Check relay function setting

You can check the programmed relay function settings by dialing:

DTMF
7 5 1 *

SMS
Et.hg *<password (default "0")>***# 751***

Emergency button filtering

To avoid unneeded emergency calls the emergency call button is filtered. That means you have to press the button a specifc time long before the alarm call will be activated As default this time ist set to 5 seconds. To change this time:

DTMF

4 2 <Filtering time for emergency call button 2 to 9 seconds>

SMS

Et.hg *<password (default "0")>***# 42***<Filtering time for emergency call button 2 to 9 seconds>

Check emergency button filtering time

You can check the programmed emergency button filtering time settings by dialing:

DTMF

4 2 *

SMS

Et.hg *<password (default "0")>***# 42***

Time setting

To ensure that the test call will be send at the required hour the real time clock inside the device must be set to the proper time.

DTMF

3 5 <actual time HHMM 24 h time format>

SMS

Et.hg *<password (default "0")>***# 35***<actual time HHMM 24 h time format>

Example

You want to set the time at 5:30 pm:

DTMF

3 5 1 7 3 0

SMS

Et.hg *<password (default "0")>***# 351730**

PLEASE NOTE!
The internal real time clock is powered by its own battery and will work completly indipendet from the external power supply.

The time setting must be in a 24 h format.

Legal time will switch automatically if the right date has been programmed (see also *date setting*).

Check internal clock time setting

You can check the programmed time setting by dialing:

DTMF
3 5 *

SMS
Et.hg *<password (default "0")>***# 35***

Date setting

To ensure that the clock will switch between summer and winter time as well that the log entries have the right date, the actual date must be set.

DTMF
3 6 <actual date with day of the week, day, month and year WDDMMYY>

SMS
Et.hg *<password (default "0")>***# 35**<actual date with day of the week, day, month and year WDDMMYY>

Where the day of the week is set by using the following numerical values:

0	sunday
1	monday
2	tuesday
3	wednesday
4	thursday
5	friday
6	saturday

Example
you want to set the date sonnday the 30.october 2016:

DTMF
3 6 0 3 0 1 0 1 6

SMS
Et.hg *<password (default "0")>***# 360301016***

PLEASE NOTE!
The year must be set always with two digits, that means 16 for the year 2016.

It is important to set the actual date to ensure that the log entries have the right date and for the proper legal time switch.

Check actual date setting

You can check the actual date setting by dialing:

DTMF
3 6 *

SMS
Et.hg *<password (default "0")>***# 36***

Volume setting

The volume for the loudspeaker, the microphone and the messages can be individually set. As default following values are set: loudspeaker 2, microphone 8, messages 2. To change this values:

DTMF
Speakerphone
8 0 1 <loudspeaker 1-5><microphone 8-9> #
Messages
8 0 4 <messages 1-5> #

SMS
Sprechstelle
Et.hg *<password (default "0")>***# 801** <loudspeaker 1-5><microphone 8-9>**#**
Ansagen
Et.hg *<password (default "0")>***# 804** <messages 1-5>**#**

Example
You want to change the volume for the messages from 2 to 5:

DTMF
8 0 4 5 #

SMS
Et.hg *<password (default "0")>***# 8045#**

Check the volume setting

You can check the actual volume setting by dialing:

DTMF

8 0 1 *
8 0 4 *

SMS
Et.hg *<password (default "0")>***# 801***
Et.hg *<password (default "0")>***# 804***

Change the password

As default the password is set to "0". To change this:

DTMF

9 2 <old password> * <new password max. 5 digits> * <new password max. 5 digits> *

SMS
Et.hg *<password (default "0")>***# 92***<old password>*<new password max. 5 digits>*<new password max. 5 digits>*

Example
You want to change the password from "0" to "1234":

DTMF

9 2 0 * 1 2 3 4 * 1 2 3 4 *

SMS
Et.hg *<password (default "0")>***# 920*1234*1234***

PLEASE NOTE!
It is very important that you note the new password. If the password is lost the device can be set back only in the factory!

Change language

As default the german language is selected for all messages. To cahnge the language:

DTMF

7 9 <language>

SMS
Et.hg *<password (default "0")>***# 79***<language>

Where:
<language> can have the following value:

- 00 for **italian**
- 01 for **english**
- 02 for **german**
- 03 for **french**
- 04 for **polnish**
- 05 for **portuguese**
- 06 for **russian**
- 07 for **spanish**

Second and third tranquillization message

It is possible to activate a second an a third tranquillization message in a different language as the frist one. As default this feature is deactivated. To activate this function:

DTMF

89<second message language><third message language>#

SMS

Et.hg *<password (default "0")>***# 89***<second message language><third message language>***#**

Where:
<second/third message language> can have the following value:

- 00 for **italian**
- 01 for **english**
- 02 for **german**
- 03 for **french**
- 04 for **polnish**
- 05 for **portuguese**
- 06 for **russian**
- 07 for **spanish**

To deactive the feature:

DTMF

89#

SMS
Et.hg *<password (default "0")>***# 89#**

Emergency call button

As default the emergency call button is set as normal open contact. This can be changed to a normal closed contact. To change the alarm button mode:

DTMF
[4][1] <ALC>

SMS
Et.hg *password (default "0")>***# 41**<ALC>

Wobei:
<ALC> folgende Werte haben kann:

- (0) für **Öffner**
- (1) für **Schliesser**

Programming using a SD micro memory card

Using the Estant programing tool it is possible to set all required programming values and store them thne on a SD micro memory card. This data can then be transfered to the emergency phone. To do this inserte the card in the proper slot and dial:

DTMF
[9][4][1]

You will hear the message "correct" after the code and again "correct" when all data have been read. Remove afterward the SD micro memory card.

Reset to factory default

You can all time reset the device to factory default by dialling:

DTMF
[9][9][*]<password (default "0")>[#]

SMS
Et.hg *password (default "0")>***# 99***password (default "0")>#

PLEASE NOTE!
The telephone number and ID code will not be cancelled. To delete this entries just overwrite them with an empty entry.

HOW TO USE (alarm call receiving)

Alarm call to a alarm receiver (ESSETI, P100)

The emergency phone should send a call to an always busy call center as defined by the EN81.1-2 standard for lift emergency call systems. As alternative also normale phone or mobile phone can be used to receive the alarm calls. A list with all the call centers provided with a proper alarm receiving equippmente can be found on ***www.rocom-gmbh.de***.

Alarm call to a normal phone (DTMF)

The instructions on the following pages are to receive alarm calls using a phone capable with DTMF dial functionality. In this case the dial pad is used to comand the connection and acknowledge the alarm call.

PLEASE NOTE!
All phone used to receive the alarm calls must have a marked dial pad as required. Also they must be clearly identified that they are used to receive emergency calls.

The incoming emergency calls are identified as such by a specific message. This will be played just after answering the call. After hearing to the message the following functions are available:

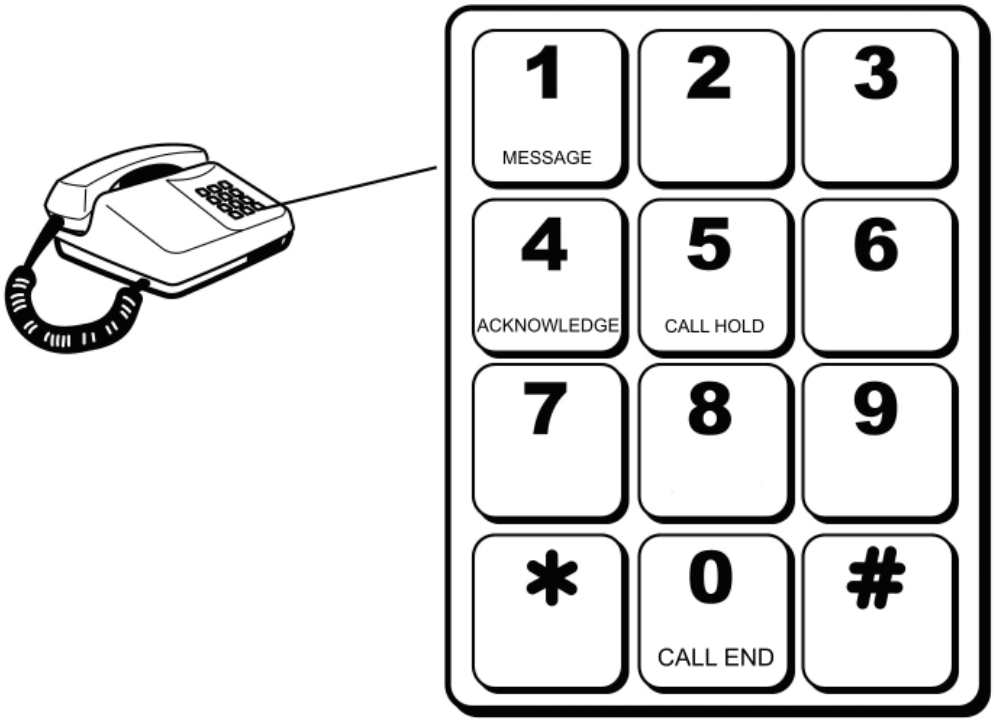
1. Acknowledge the call by pressing the key [4]. The speech connection will be activated.
2. After the call answer and the message advising the emergency call an identification message will be played. With the key [1] you can let play this message again.
3. If after the call answer no more keys will be pressed the call will be terminated automatically after 3 minutes. You will get an advice tone 30 seconds before this time expires. Pressing again the key [4], the call can be prolungated for another 3 minutes.
4. The call can be terminated by pressing the key [0]. This will also terminate the call sequence.
5. As an alternative to the call end by the receiver also a "call end after liberation" can be used. In this case the call will be set on hold by using the key [5]. The alarm status will be now active also after hanging up the phone (yellow LED will lit) until liberation is done. In this status the calling speaker phone can be called any time directly without any further procedure. After liberation this has to be signalized by dialing [*][0][#][#][0] from the machine room phone. Now a new alarm call is send to the original receiver which can now definitly terminate the call by pressing the key [0].

If the alarm receiving party doesn't answer the call within 30 seconds, it is busy or does hang up an aswered call without sending the termination code (i.e. if the

call is ansered by a answering machine), Helpy GSM will hang up and dial the next telephone number in the list.

PLEASE NOTE!
All people involved in the alarm call receiving should be instructed in the use of the Helpy GSM emergency phone!

PLEASE NOTE!
The described procedur refer to the the standard DTMF code provided as default. As this codes can be programmed so that the device could use different codes.



Helpy GSM DTMF emergency call receiving. Standard codes.

Driver contact

The internal relay of the device can be activated for the duration of 2 seconds from the machine room phone or also from remote. The relay must be programmed for this function (se also *relay function*).

DTMF (from remote)

[*][1][#][8][2][1]

Ending the alarm

As required by the actual EN81.28 (2018) norm an activ main alarm must be terminated on side after liberation. This function ist not active as defalut and must be programmed (see also *acknowledgement procedure*).

If the end of alarm is set for local termination it can be ended after liberation dialing:

From the machine room phone:

- Lift the handset and dial ✱ 0 # # 0.

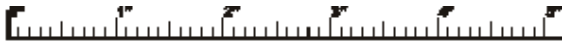
From remote:

- Call the device and after call answer dial ✱ 0 # # 0.

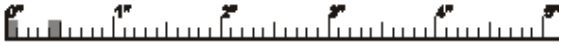
After ending the alarm the device will send, if required, a specific end of alarm call (see also *telephone numbers* (alarm type 9).

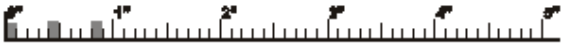
Optical indicators

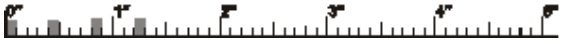
Green LED for GSM signal strength


No signal


Week signal


Average signal


Good signal


Very good signal

Red LED for device status


Device is logged in the GSM network


Device is NOT logged in the GSM network


A connection is active

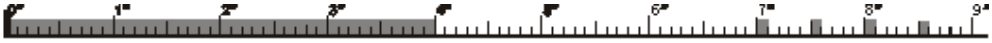
Yellow LED for alarm status


A alarm call has been sent


A alarm call is parked


Technical/test call alarm active

Blue LED for the power supply

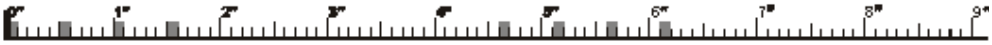

Power OK, Battery 100%


Power OK, Battery 75%

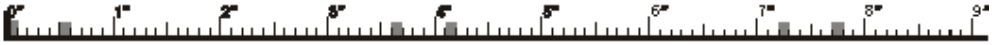

Power OK, Battery 50%


Power OK, Battery 25%


Power OK, Battery empty


Power OFF, Battery 100%


Power OFF, Battery 75%


Power OFF, Battery 50%


Power OFF, Battery 25%

Technical data

Power supply:	11 to 15 Vdc (max. 500 mA) or 230 Vac (16W)
Battery:	niMH 7,2 V 800 mA High Temperature
Battery back up time:	about 20 h standby and 5 h online
Indicators:	Four LED
Signalling:	DTMF
Programming:	using DTMF, SMS, PC, SD card
Abmessungen HxBxT:	60 x 165 x 125 mm
Gewicht:	655 g with battery
Operating temperature:	-0° to +40°C
Humidity:	30 to 90% relative humidity without condensing
Case:	ABS
GSM transmitter:	Quad band 850/900/1800/1900 Mhz. external 50 Ohm antenna with SMA plug
Specifications:	EN301511, EN301489-1, EN301489-7, EN301489-52, EN12015, EN12016, EN50130-4, EN62368-1,EN50385, EN81.28,EN81.70
Conformity:	R&TTE, CE

Your notes

Your dealer:

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