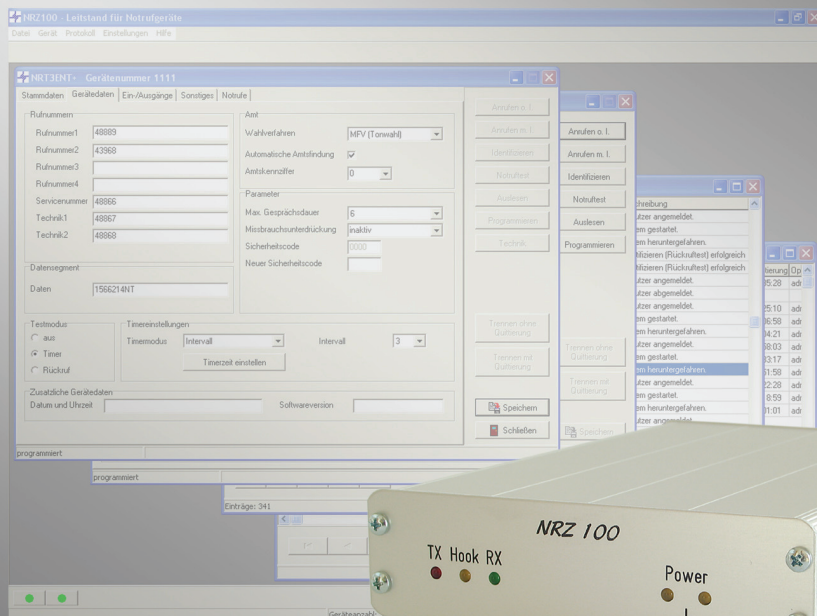


NRZ 100

Emergency Call Center

PC-Software



User Manual



Telegärtner Elektronik GmbH

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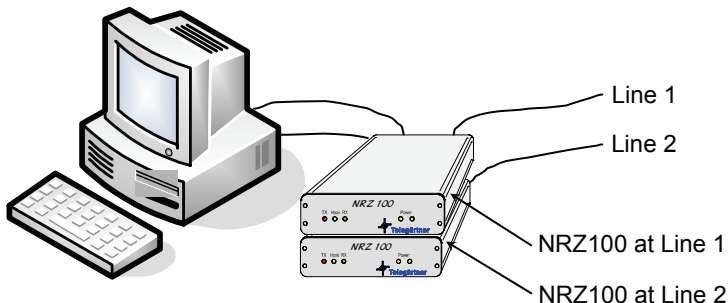
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General information

The NRZ100 emergency call central is a system for the administration of emergency call mechanisms and for the receiving of emergency calls. The call centre consists of the software NRZ100, which is executable on a PC with Windows XP or higher and one or two NRZ100 devices, which are connected to the PC and are using analogue telephony line to communicate with the emergency call devices. Up to 100 emergency call devices can be locked at the emergency call centre NRZ 100.



The NRZ100 Software offers the following capability characteristics:

- administration of two NRZ100 devices via RS232 interfaces
- administration of up to 100 emergency call devices
- emergency call pursuit (device-number-referred)
- timer and recall tests
- emergency call logging
- event logging
- reminding on open emergency calls
- indication of missing timer and recall tests
- several authorization levels for users

Optionally, a NRZ10 can be connected to each NRZ100. The NRZ10 allows the operation of a conventional analog telephone as a operator telephone for the emergency call central. It will replace the headset that is connected to the NRZ100.

If a NRZ10 is connected with the NRZ100, calls at the phone line are automatically answered. After off hook the handset the emergency call mask is displayed on the screen. Timer calls are automatically answered and protocolled.

The following emergency call devices of Telegärtner are supported:

- NRT1NT
- NRT1NT+
- NRT1NT+ [V06]
- NRT1PT
- NRT2
- NRT2NT
- NRT2NT+
- NRT2NT+ [V06]
- NRT3ET
- NRT3ENT
- NRT3ENT+
- NRT3ENT+ [V06]
- NRT3T
- NRT3NT
- NRT3NT+
- NRT3NT+ [V06]
- MSA3+
- NSM132
- GST120
- PN100

Recommended configurations of the emergency call centre

Emergency call central without timer and recall

If there is no use of timer and recalls, one single NRZ100 is usually sufficient. With this NRZ100 the emergency calls are handled with and the device-related functions such as a programming, selections, identifying etc. are accomplished.

Emergency call central with timer and recall

Even if timer and recalls of the emergency call devices are to be worked on with, it is recommended to use a second NRZ100. The second NRZ100 needs its own local loop. The first NRZ100 at line 1 is adjusted to the operating mode 'normal operation' and the second NRZ100 at line 2 to 'timer operation'. With the first NRZ100 the emergency calls are worked on and the device-related functions such as a programming, selections, identifying etc. are accomplished. By using two NRT100 in this way, you ensure that the emergency call central is usually reachable for emergency calls..

Are not two trunk lines available, can a NRZ100 device combined with a NRZ10 device. In this case, one trunk line is sufficient. To note is that during a timer call the emergency call central is blocked, and no calls can be accepted.

Installation

System requirement

PC minimum requirement:

- Operating system MS Windows XP or higher
- RAM: 512 MB
- HD memory: 100MB free
- RS232 interface for each NRZ100
(Use an USB-RS232-converter if not enough RS232 interfaces available)
- VGA screen with 1024 x 768 pixels and 16bit colour
- To use NRZ10, one USB port is required for each NRZ10. For the NRZ100, then no RS232 interfaces are more necessary.

Software installation

Insert installation CD. If starting screen does not appear automatically, double click on **Setup.exe** in main menu of CD.

Follow the instructions of the installation program.

NRZ10 driver installation

USB drivers are required for the operation of NRZ10. These must be installed before connect the NRZ10 to the USB interface. To do this, launch the installer <CD>:\Drivers\Windows_XP_S2K3_Vista_7\CP210x\VCPIInstaller.exe from the CD.

Connect NRZ100 hardware

1. Connect the modular plug of the enclosed RS232 of interface cable to the modular jack 'RS232' of the NRZ100. Connect the other end of the cable with a free RS232 interface of the PC.
2. Connect the enclosed headset with the NRZ100. The green plug into the socket 'Speaker', the pink plug into the socket 'Mic'.
3. Connect the NRZ100's socket 'office' with the telephone connection box.
4. Connect the modular plug of the enclosed AC adaptor with the modular jack 'power' and then connect AC adaptor to the mains.

Safety Precaution

Use only the plug-in power supply contained in the scope of supply of the NRZ100.

Check the plug-in power supply for mechanical damages before the use. A damaged plug-in power supply may not be used since otherwise there is serious danger.

**You may not carry out any changes at the plug-in power supply.
Otherwise there is serious danger!**

If you want to use a second NRZ100, proceed in same way.

Connect NRZ100 hardware together with NRZ10 hardware

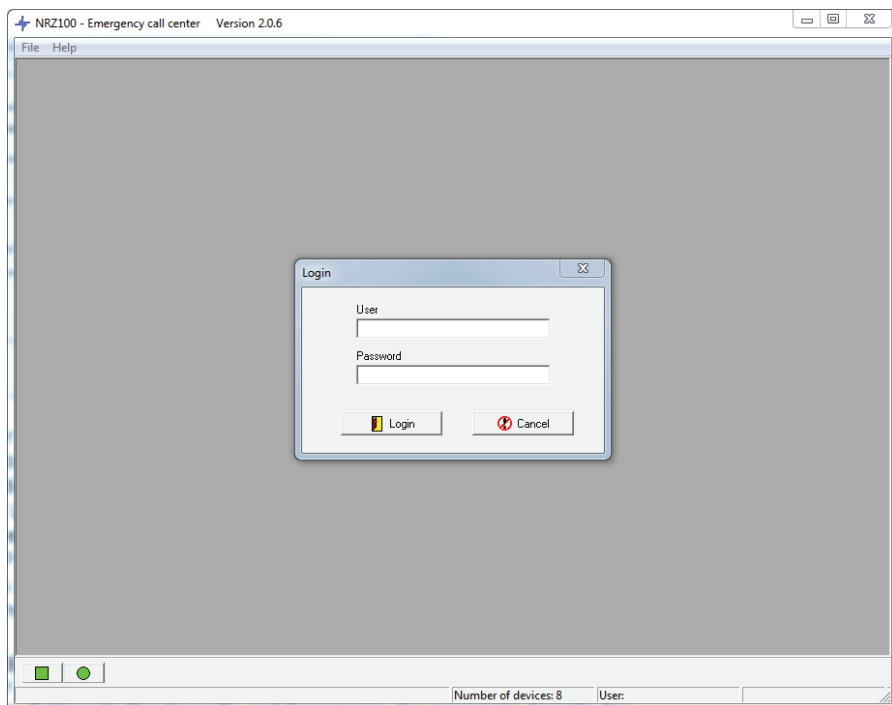
Before you perform the steps listed here, the NRZ100 software and the NRZ10 drivers must be installed on your PC.

1. With the enclosed RJ45 cable, connect the sockets "RS232" of NRZ100 and NRZ10.
2. With the enclosed audio cables, connect the sockets "Speaker" and "Mic" of NRZ100 and NRZ10.
3. Connect the phone to the socket "Phone" of NRZ10.
4. Connect the NRZ10 with a free USB socket of the PC.
5. Connect the socket "Amt" of NRZ100 with the phone jack.
6. Connect the power adapter, that supplied with the NRZ100, with the NRZ100 and plug it into the outlet.
7. Connect the power adapter, that supplied with the NRZ10, with the NRZ10 and plug it into the outlet.

First start of Program

With the first program start the database and the database server are installed and activated. The access to the database server is generally made by network accesses, even if both, program and database server, are installed on same PC. Active firewalls, e.g. the firewall of Windows XP on your PC, can block the access of the program to the database server. The firewall can produce a blocking message. You have to allow access to the network, otherwise the program cannot be started!

After the program has started, the login window appears. Here you have to log in to the program. In delivering condition only the user Admin is present without password! Use Admin for logging in.



Next you should make the settings of the used NRZ100 devices (see chapter [NRZ100 Settings](#)) and the PC program (see chapter [Software Settings](#)). Then you should assign a password to the user Admin and apply further users (chapter [User Settings](#)).

Settings

The program offers the possibility of adapting different functions and parameters to the individual needs in menu 'Settings'. Software settings is for the adjustment of the PC program and NRZ100 settings concerns the adjustment of NRZ100 hardware.

NRZ100 Settings

Device Settings

In menu 'Settings / NRZ100 / Settings' all settings can be changed, which concern the NRZ100 devices connected to the PC.

NRZ100 Settings

Line: 1 NRZ100 Firmware version: 1.62

NRZ100 Settings

☒ Line use

COM Port: 1 Exchange line access number:

Operation mode: Acoustics | Time settings

Operation mode

☒ Normal operation - Accepting calls manually

☐ Timer operation - Accepting timer and return calls automatically

Close Apply

The program is able to control up to two NRZ100 devices. They are named Line 1 and Line 2.

With 'Line' you choose the NRZ100 device, you will change.

With 'Line use' you decide if program should use the corresponding NRZ100 device.

With 'COM Port' you make the setting for the RS232 interface of the PC.

The field 'Exchange line access number' sets the digits that must be dialled to access to the exchange line if the NRZ100 is connected to a PABX.

The field 'Operation mode' sets the mode of operation for the NRZ100 device.

Operation mode

'Normal Operation':

In normal operation mode a call is signalled acoustically by the NRZ100 and visually by the PC software. Optionally a call can be also signalled acoustically by the PC software. The call must be taken by clicking <Accept> by the user.

'Timer Operation':

In Timer Operation a call is automatically taken by NRZ100.

However, only timers and recalls, as well as technical emergency calls are taken automatically. Person emergency calls are rejected. In this case the emergency

call device makes a further call to an alternate number, if this is programmed in the emergency call device.

Note: If no user is logged in the program, all NRZ100 are in timer mode. Only if a user is logged in, the settings for the mode of operation are set.

Acoustics:

The screenshot shows the 'NRZ100 Settings' dialog box with the 'Acoustics' tab selected. The 'Line' dropdown is set to '1'. The 'NRZ100 Firmware version' is '1.62'. The 'Line use' checkbox is checked. The 'COM Port' dropdown is set to '1'. The 'Exchange line access number' field is empty. The 'Operation mode' tab is selected, showing three radio button options: 'Listening-in' (off, up to CONNECT, always), 'Volume' (low, medium, loud), and 'Microphone sensitivity' (low, medium, high). The 'up to CONNECT' option is selected under 'Listening-in', and the 'medium' option is selected under 'Microphone sensitivity'. The 'Apply' button is highlighted.

‘Listening-in’ specifies whether and how long you can listen to the phone line while the protocol is active.

If Listening-in is ‘off’, there is no listening to the line.

If Listening-in is ‘up to CONNECT’, you listen till CONNECT appears.

If Listening-in is ‘always’ you are listening the whole protocol.

The setting of ‘Volume’ adjusts the loudness of the speakers of the headset.

The setting of ‘Microphone sensitivity’ adjusts the sensitivity of the microphone in the headset.

Time settings:

NRZ100 Settings

Line: 1 NRZ100 Firmware version: 1.62

NRZ100 Settings

☒ Line use

COM Port: 1 Exchange line access number:

Operation mode | Acoustics | Time settings

Time until start synchronisation (s): 1

Time between synchronisation-signs (ms): 800

Tone and break duration of the tone dialling signals (ms): 100

Maximum call duration until the device answers (s): 20

Close Apply

The setting of 'Time until start synchronisation' specifies the delay time to the sending of the first synchronisation-sign after dialling. The synchronisation-sign indicates a call from an emergency call centre for the emergency call device. There are public exchanges and PABX, which interprets the synchronisation-sign itself, if it comes too fast after the call number. In this case you have to increase the delay time.

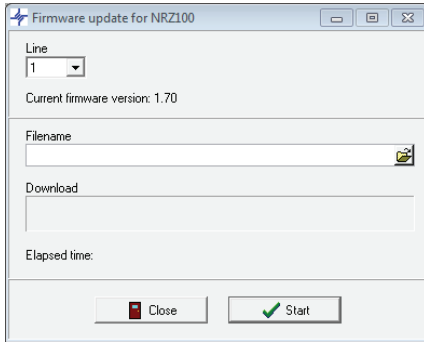
The setting of 'Time between synchronisation-signs' specifies the pause between two synchronisation-signs. In this time the NRZ100 examines whether an emergency call device answers the call.

The setting of 'Tone and break duration of the tone dialling signals' is possibly of importance, if the NRZ100 or an emergency call device is connected to a VoIP network. The tone and pause period of the tone dialling signal then must be changed.

The setting of 'Maximum call duration until the device answers' specifies how long the NRZ100 waits after end of dialling, until an emergency call device is answering.

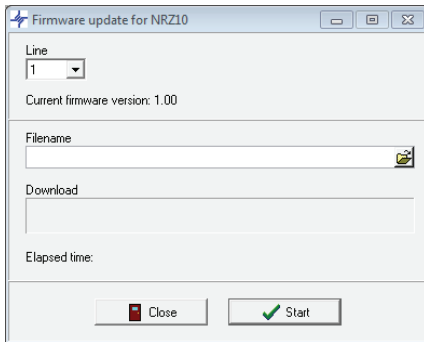
Firmware Update

In menu 'Settings / NRZ100 / New firmware' a new firmware can be loaded into NRZ100. This may be necessary for example for extending the performance of NRZ100.



The setting of 'Line' specifies the line of NRZ100, which is to receive a new firmware. The field 'Filename' is to select the file with the new firmware. With <Start> the procedure is started. The indicator shows the progress of download.

In menu 'Settings / NRZ10 / New firmware' a new firmware can be loaded into NRZ10. This may be necessary for example for extending the performance of NRZ10.

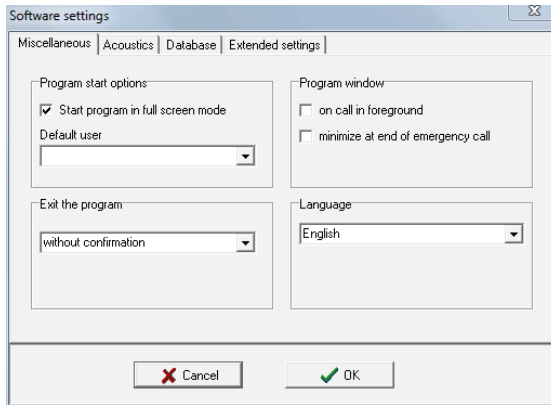


The setting of 'Line' specifies the line of NRZ10, which is to receive a new firmware. The field 'Filename' is to select the file with the new firmware. With <Start> the procedure is started. The indicator shows the progress of download.

Software Settings

In menu 'Settings / Software' different changes of the PC software can be made.

Miscellaneous



Start program in full screen mode:

The setting of 'Start program in full screen mode' decides whether the program starts in full screen mode.

Default user:

Here, a user can be defined, which is logged in automatically by starting the program. If no default user is defined, you must first log in to work with the software.

Exit the program:

Different settings can be specified, in order to terminate the program. It can be prevented by appropriate settings that the program is terminated unintentionally by user.

Setting <without confirmation>:

The program is terminated without further demand, presupposed that there are no not-stored data.

Setting <with confirmation>:

The user must confirm terminating of the program in a dialogue window.

Setting <by the current user or admins>:

The program can be terminated only by the current user or an administrator. The user name and the password must be entered.

Setting <by all users>:

The program can be terminated by all users. The user name and the password must be entered.

Setting <only by admins>:

The program can be terminated only by an administrator.

The user name and the password must be entered.

Program window – on call in foreground:

By a call, the program window is shown in the foreground of the desktop if it is minimized or hidden through another window.

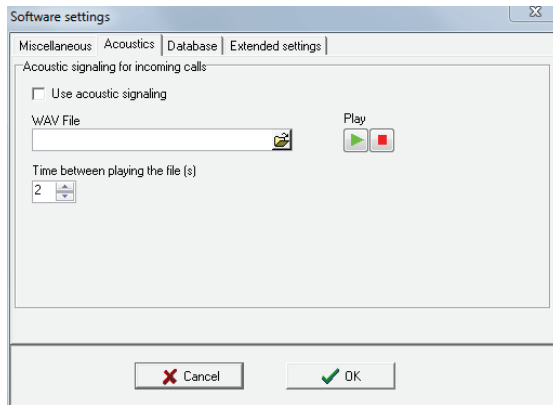
Program window – minimize at end of emergency call:

The program window is automatically minimized in the windows taskbar when you finish an emergency call.

Language:

Here you can choose the language for the software.

Acoustics



Is 'Use acoustic signalling' active, the sound file selected with 'WAV file' is played during incoming call. The sound file is repeated until call is taken by operator or when call stops. 'Time between playing the file' specifies the pause between repeating the file. 'Play' plays the selected sound file.

Database

Software settings

Miscellaneous | Acoustics | Database | Extended settings

Database server

☒ local server

☐ network server

Name or IP address of the network server

VOSTRO420WILL

Maximum number of records

Emergency calls	1000	0 to 100000, step 100
Missing routine calls	1000	0 to 100000, step 100
Events	5000	0 to 100000, step 100

0 means no limit of datasets

Cancel OK

With installation of the PC software a database server on the PC was installed. The adjustment 'local server' accesses this server.

By changing to 'network server' the program accesses the database of another PC via network. In 'Name or IP address of the network server' the name or the IP address of the PC server has to be filled in.

All changes get effective after a restart of the software.

Maximum number of records

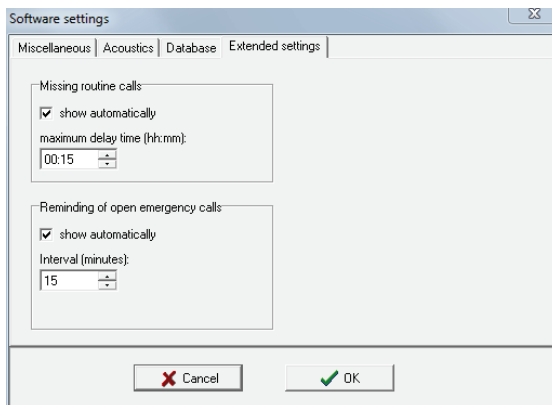
The maximum number of records can be adjusted for the database tables in the panel Maximum number of records. If the maximum number is reached, the oldest data sets are overwritten.

If the number of records is set on 0, this means that there is no restriction of the number of records.

If the number of datasets is set on a value which is smaller than the number of datasets in a database table, the table is reduced to the adjusted number of records. To this the oldest records are deleted.

All changes get effective after a restart of the software.

Extended settings



Missing routine calls:

With activation of 'show automatically' all missing timers and recalls are automatically displayed on screen.

With 'maximum delay time' you fix the delay time in hours and minutes in which the timer and recalls may come late.

Example: A device is programmed to call at 22:10 and maximum delay time is 00:15. The latest time for the call is 22:25 otherwise it is registered as missing call.

Reminding of open emergency calls:

With the function 'reminding of open emergency calls' you are reminded of emergency calls, which were not acknowledged yet. Is 'show automatically' selected, a window appears in intervals selected in the field 'Interval'. How to acknowledge an emergency call shows chapter [Open Emergency Calls](#).

User Settings

After new installation of the software only the user Admin works without password. This user has rights of an administrator and can install further users. You should specify a password after the installation for the user Admin, in order to avoid unauthorized use. Keep your password in a safe place.

User Groups

Each installed user belongs to a user group. There are three groups:

- Administrators
- Main user
- User

Administrators

An administrator can use all functions of the program.

Main User

Main users can use all functions except 'File / Export', 'Settings / Users', 'Settings / Software' and 'Settings / NRZ100'.

User

Users only can handle emergency calls.

New User

In order to create a new user, you have to log in as a user with administrator rights, e.g. user Admin. Now open the menu 'Settings' and select the menu option 'User'. It opens the window 'User settings'.

User	Name
Admin	Administrator
User1	

New Edit Delete

User data

User: Admin

Name: Administrator

Password:

Group: Administrators

Save Cancel

Close

Click on <New> and type in the data of the user.

By clicking <Save> the data is stored. If you do not want to save the data, click <Cancel>.

Note: Password must have at least 4 signs and a maximum of 20 signs.

Change User

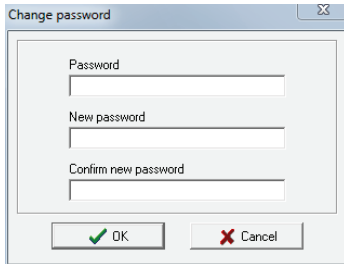
In order to be able to change the data of a user, you must be logged in as administrator, e.g. user Admin. Open menu 'Settings', select the menu option 'User'. Select in the table the user, whose data have to be changed. Click <Edit> and you can change the user's data now. By clicking <Save> the data is stored. If you do not want to save the data, click <Cancel>.

Delete User

In order to be able to delete a user, you must be logged in as administrator, e.g. user Admin. Open menu 'Settings', select the menu option 'User data'. Select in the table the user, whose data have to be deleted. Click <Delete>. Answer the following safety inquiry with <Yes>, in order to delete the user data.

Change Password

Each user can change its own password. Open menu 'Settings', select the menu option 'Change password'. In the following window you can enter a new password. You have to enter the old password, the new password and the new password again. With <Ok> the new password becomes active, with <Cancel> the old password remains active.

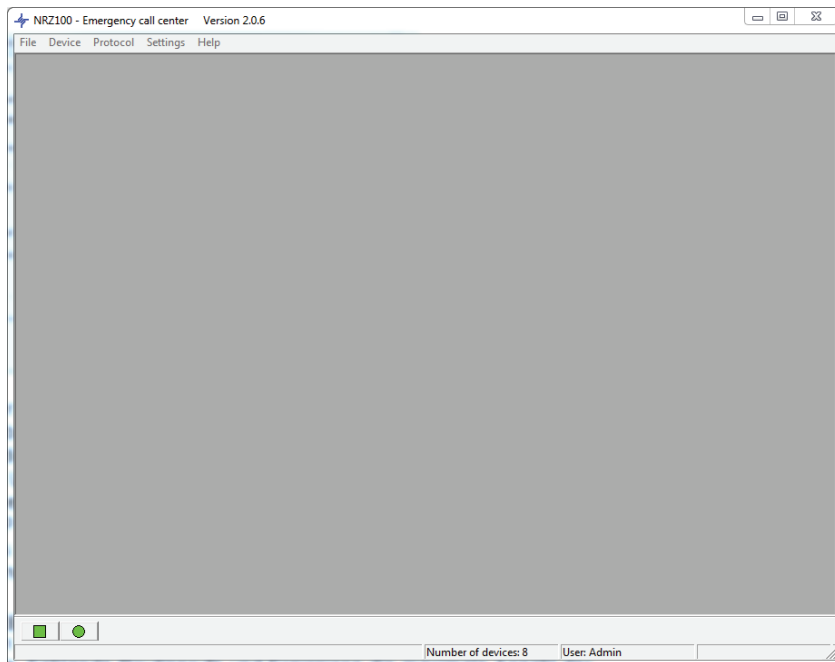


A screenshot of a 'Change password' dialog box. The dialog has a title bar with the text 'Change password' and a close button (X). Inside the dialog, there are three text input fields labeled 'Password', 'New password', and 'Confirm new password'. At the bottom of the dialog, there are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.

Software Operation








Main Menu

With this menu different functions of the software can be started.







In the centre of the status line (lower border of the window) the number of devices contained in database is indicated. There is a maximum of 100 devices which can be stored in database. Right beside it the user name of the logged in user is shown.

Above the status line on the left there are two indicators to show the status of line 1 and 2. The line status indicators have the following meanings:

	Line not used
	Line is free, standby mode
	Line is active
	Call on this line
	Firmware update for NRZ100
	Error: No NRZ100 found
	Error: RS232 used by other application

The following symbols occur only if there is a NRZ10 at a line.

	Line is free, standby mode
	Line is active
	Firmware update for NRZ100 or NRZ10
	The handset of the operator telephone is off hook after a voice communication.

Login and Logout

After start of the software the login window appears. You have to log in to be able to work with the program.

When you leave your workstation, you should log out, so that no one can use it and that incoming emergency call are rejected automatically.

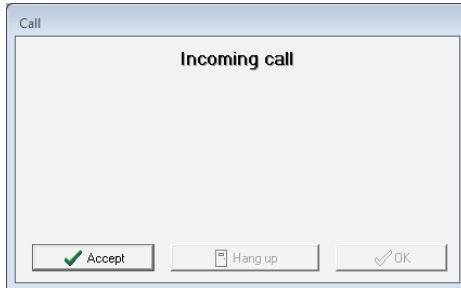
For logging out select the menu option 'Logout' in the menu 'File'.

You are now logged out, the window for login appears again.

Call

Answer calls when only a NRZ100 is connected to the line:

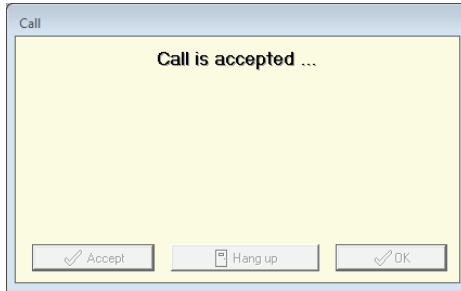
If NRZ100 recognizes a call the window 'Call' appears on display.



With <Accept> the call is accepted by NRZ100 and the protocol between NRZ100 and the emergency call device is processed. You can notice the status information, which the NRZ100 is receiving from the emergency call device. If the protocol is processed, the window with the device data of the emergency call device opens. If it is a person emergency call, you have now a voice connection with the person and you get the emergency call mask of the device on the screen (see chapter [Person Emergency Call](#)). If it is a technical emergency call, you can see the conditions of the inputs, outputs and the triggers in the device window (see chapter [Technical Emergency Call](#)).

Answer calls when a NRZ100 and a NRZ10 are connected to the line:

A call is automatically answered by the NRZ100 and the protocol between NRZ100 and the emergency call device is processed. The window 'Call' appears on display and you can see the status information, which the NRZ100 is receiving from the emergency call device.



If the protocol is completed, and it is a personal alarm, the operator phone rings. After lifting the handset, a voice connection is established to the emergency unit, and on the screen can you see the emergency mask of the device (see chapter [Person Emergency Call](#)). If it is a technical emergency call, you can see the conditions of the inputs, outputs and the triggers in the device window (see chapter [Technical Emergency Call](#)).

Note:

When you hang up the operator phone during a emergency call, the connection is terminated, but the emergency call is marked as "not acknowledged" (see Chapter Unacknowledged emergency calls).

Person Emergency Call

If a person emergency call is present, you get the emergency call mask of the device.

NRT3ENT+ [V06] Device number 1226

Master data | Device data (1) | Device data (2) | Inputs and Outputs | Other | Emergency calls

Current emergency call

Index: 36

Call accepted on: 23.05.2011 14:09:04 by: admin

Call acknowledged on: by:

Info:

History of emergency calls

Index: 35

Call accepted on: 23.05.2011 08:57:33 by: admin

Call acknowledged on: 23.05.2011 14:08:18 by: admin

Info:

Hang Up without acknowledge

Hang Up with acknowledge

Save

Close

not programmed

In the field 'Current emergency call' information can be added to the emergency call under 'Info'. In the field 'History of emergency calls' you can see data of former emergency calls of this device.

By clicking <Hang Up without acknowledge> you terminate the connection with the emergency call device, but the call is not yet signed as finished. A reminder is set, to sign the call as open. In the list 'Open emergency calls' the identification number of the device appears. In order to finish the emergency call, you have to recall the device and to disconnect with 'Hang Up with acknowledge'.

If you terminate an emergency call with 'Hang Up with acknowledge' at the first time, the procedure is finished also.

Technical Emergency Call

In case of technical emergency call, the following mask appears:

The screenshot shows the 'NRT3ENT+ [V06] Device number 1226' window. The 'Inputs and Outputs' tab is selected. The 'Inputs' section contains a table with the following data:

	Description	Basic state	Actual state	Trigger
Input1	Fahrt mit offener Türe	open	closed	active
Input2	Bündigkeit	open	open	not active
Input3	Kabinenlicht	open	open	not active

Below the inputs is a 'Minute(s)' field. The 'Outputs' section contains two columns, 'Output1' and 'Output2', with the following data:

	Output1	Output2
Description		
Basic state	open	open
Actual state	open	open
Switching function	open	open
Impulse time	1 second	1 second

At the bottom of the main window are four buttons: 'Reading', 'Switching', 'Speaking', and 'Hang Up'. The right-hand sidebar contains several buttons: 'Call without ident', 'Call with ident', 'Identity device', 'Emergency call test', 'Reading device', 'Programming device', 'Technical call', 'Hang Up without acknowledge', 'Hang Up with acknowledge', 'Save', and 'Close'. The status bar at the bottom left shows 'programmed'.

This window shows you all information about the inputs and outputs of the device. In the field 'Inputs' you see the actual states of the inputs and the triggers. Active triggers indicate the inputs, which released the technical emergency call. With <Reading> the current states of the inputs and outputs from the emergency call equipment can be read. With <Switching> the settings selected in the selection field 'Switching function' and 'Impulse time', are transferred and executed. In the time of the transmission and execution of the switching commands you can not make further inputs in the window. With <Speaking> you can change into the voice communication with the emergency call device. However changing back into the technique connection is no longer possible then. With <Hang Up> the connection with the emergency call device is terminated.

Device Related Functions

New device

Open the menu 'Device' and select 'Device new' to register a new device. The window 'New Device' appears.

The 'New Device' window features the following elements:

- Input field for 'Device number'.
- Dropdown menu for 'Device type'.
- Input field for 'Copy data of device number'.
- A table with the following columns: Device number, Device type, Phone, Group, Customer number, Contract number, and Title.
- Navigation buttons: back, forward, and search.
- Action buttons: 'Continue' (with a green checkmark) and 'Cancel' (with a red X).

In the field 'Device number' you have to insert the device's identification number, which can have up to 9 numbers. This number can occur only once in the data base. If the number appears red during input, this is an indication for the fact that this number is already used in database. After the input of the device number you have to select the type of device.

By clicking <Continue> the device data window opens for the input of the device data.

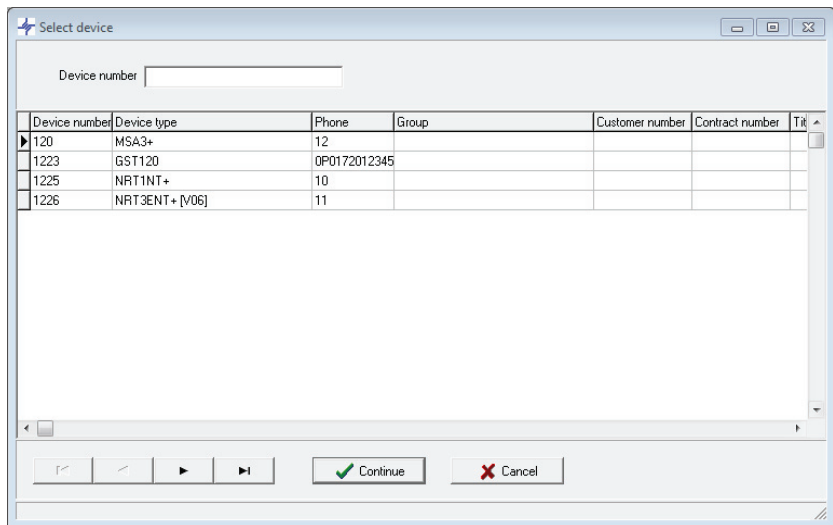
Copy Device

In order to copy the data of a device for a new device, you open the menu 'Device'. Select menu option 'Device new'. The window 'New Device' appears. Select the device to copy in the table or type in the device number in the field 'Copy data of device number' directly. In field 'Type of device' the type of the copied device is registered automatically. Now you must enter the device number of the new device as described under chapter [New device](#). By clicking <Continue> the device data window opens for the input of the device data.

Note: All data except the device number of the copied device is taken over!

Select Device

To select a device from the data base, open the menu 'Device' and select the menu item 'Device select'. The window 'Select device' appears.



Device number	Device type	Phone	Group	Customer number	Contract number	Title
120	MSA3+	12				
1223	GST120	0P0172012345				
1225	NRT1NT+	10				
1226	NRT3ENT+ [V06]	11				

Select the device in the list or enter the device number in the field 'Device number'. Click <Continue>. The device window shows you the device's data. You can read out the device's data, call the device, etc.

Program a device

To program a device you have to open the corresponding device window as described in chapter [Select Device](#).

NRT3ENT+ [V06] Device number 1226

Master data | Device data (1) | Device data (2) | Inputs and Outputs | Other | Emergency calls

Phone numbers

Phone 1	15	Destination	Emergency call center
Phone 2	20	Destination	Telephone, alarm mode 1
Phone 3		Destination	Emergency call center
Phone 4		Destination	Emergency call center
Service	15	Destination	Emergency call center
Technique 1	15		
Technique 2			

Exchange line

Dial mode: DTMF (Tone dialing)

Automatic exchange line detection: ☐

Exchange line access number:

not programmed

Call without ident
Call with ident
Identify device
Emergency call test
Reading device
Programming device
Technical call
Hang Up without acknowledge
Hang Up with acknowledge
Save
Close

Make changes at the device's data if necessary and store your changes with <Save>. Now you can start the programming process with <Programming device>.

Read out and compare a device

If you want to read out the data of a device and compare it with the database, you have to open the corresponding device window. Start the procedure with <Reading device>. The device is called now and the data is read out. In case of differences between the read out data and the database, you will get a warning, which is to confirm with <OK>. After that you get a list with both, the read out and the database data in which the differences are shown in red colour. With <Take over> the devices data will be stored in data base. With <Close> the window will disappear without storage.

Call a device

For to call a device you have to open the corresponding device window.

Call without identification:

With <Call without Ident> the device changes to speech connection immediately. There is no test whether it is the right device.

Call with identification:

With <Call with Ident> there is a test whether it's the right device before the device changes to speech connection. If it's not the wanted device, the connection will be terminated.

Identification – manual recall

With <Identify device> you start a recall test in which the device identifies itself at the emergency call centre. After clicking <Identify device> the device is called and a recall is initiated. The connection is terminated. At the emergency call centre now a timeout runs in the device window, during which the device must recall. If the device recalls, the window <Call> appears as in the chapter [Call](#) described. After you accepted the call, the device identifies itself at the emergency call centre. If the identification is successfully terminated, the timeout expires, and the recall test was successful.

Emergency Call Test

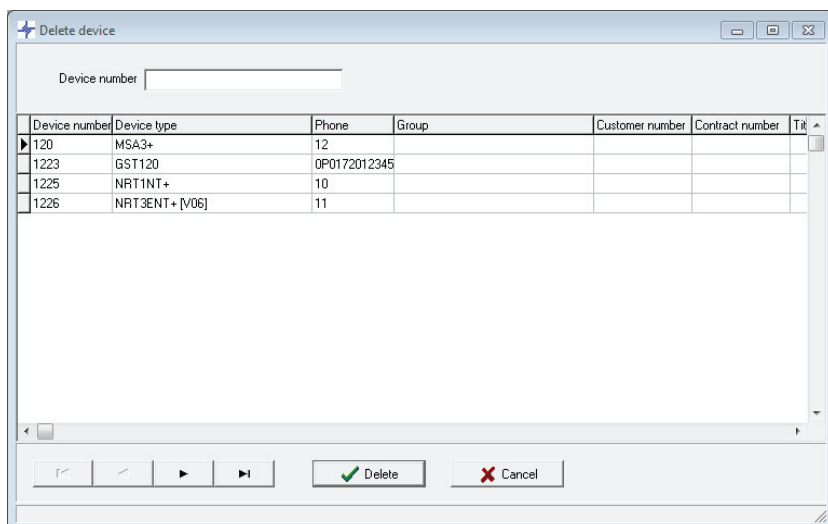
With the function <Emergency call test> an emergency call device is called and an emergency call is initiated. If the device recalls, the window 'Call' appears as described in the chapter [Call](#). After you accepted the call, the further operational sequence is the same as with a person emergency call (see chapters of [Call](#)). Differently than <Identify device> no timeout runs with the emergency call test, i.e. it is not supervised whether the equipment recalls.

Technical call

With the function <Technical call> a connection with the emergency call device is made in which, like a technical emergency call (see chapter [Technical Emergency Call](#)), the states of the inputs can be read and the outputs can be switched.

Delete a device

To delete a device from database, you have to open the menu 'Device' and choose 'Device delete'. The window 'Delete device' appears.

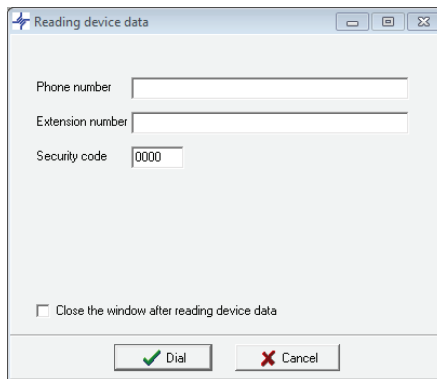


Device number	Device type	Phone	Group	Customer number	Contract number	Title
120	MSA3+	12				
1223	GST120	0P0172012345				
1225	NRT1NT+	10				
1226	NRT3ENT+ [V06]	11				

Select a device from list or type in the device number. Then click on <Delete> and answer the safety question with <Yes> and the device will be deleted.

Read out a device

To read out the data of a device, you only need the phone number and the safety code of the device. Open the menu 'Device' and choose the item 'Read device data'. It opens a window, in which you enter the phone number and the safety code.



If the device is attached at a NR-Line or a MSA3, you must enter the extension number in the field extension number.

After clicking on <Dial> read out starts. In a status window the progress of read out is shown as well as possibly arising errors. After successful read out a device data mask appears. If the device is already contained in the database, possible deviations between the data of the device and the data base are indicated.

NRT3ENT+ [V06] Device number 1226

Master data | Device data [1] | Device data [2] | Inputs and Outputs | Other | Emergency calls

Device number: 1226 Phone: 11
 Device type: NRT3ENT+ [V06] Extension number:

Customer number: Contract number:
 Lift number:
 Production number:
 Title:
 First name:
 Last name:
 Company:
 Info: NRT3ENT+ [V06]

Location data
 Location number: County:
 Address: City:
 Zip code:

not programmed

Warning
 The device data and the data of the database are different.
 Click on OK to see a table with the data.

OK Cancel

Call without ident
 Call with ident
 Identify device
 Emergency call test
 Reading device
 Programming device
 Technical call
 Hang Up without acknowledge
 Hang Up with acknowledge
 Save
 Close

Subsequently, a table with the read out data and the data base is shown. The differences are coloured emphasized thereby.

NRT3ENT+ [V06] Device number 1226

Data comparison

	Parameter	Database	Device data
1	Device number	1226	1226
2	Device type	NRT3ENT+ [V06]	NRT3ENT+ [V06]
3	Security code	0000	0000
4	Dial mode	DTMF (Tone dialing)	DTMF (Tone dialing)
5	Automatic exchange line	off	off
6	Exchange line access n		
7	Master / Slave	off	off
9	Press duration of alarm	3 seconds	3 seconds
10	Call protection	inactive	inactive
11	Call protection code	6	6
12	Phone tapping protection	inactive	inactive
14	Max. connection duration	3 minutes	6 minutes
16	Test mode	Timer	Timer
17	Timer mode	daily	daily
18	Timer time	08:19:00	08:19:00
19	Interval	3	3
20	Service	15	15

Take over Close

not programmed

Call without ident
 Call with ident
 Identify device
 Emergency call test
 Reading device
 Programming device
 Technical call
 Hang Up without acknowledge
 Hang Up with acknowledge
 Save
 Close

Clicking <Take over> database data is updated with the read out data. Clicking <Close> leaves the database unchanged.

If the read out device is missing in the data base, device data mask is shown also and you can store the data of the device in database.

Timer list

In the timer list all devices with timer or recall function are listed.

Devices whose timer time is not programmed yet					Devices whose timer time is programmed				
Device number	Timer time	Test mode	Timer mode	Timer interval	Device number	Timer time	Test mode	Timer mode	Timer interval
1226	08:19	Timer	daily	3	120	13:15	Timer	Interval	4
					1223	08:13	Timer	daily	3
					1225	08:16	Timer	daily	3

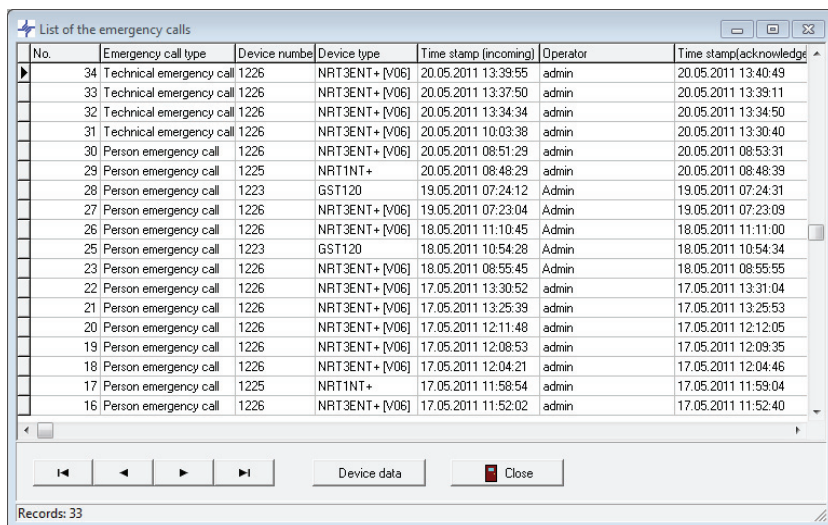
The devices which shall execute a timer or recall but not yet programmed are for this are listed in the left window. For these devices a timer time must be specified and the device must be programmed afterwards.

The devices which already are programmed with a timer time are listed in the right window. For these devices the timer and/or recall test is activated. With a timer call, the device calls the call centre at the time given in the timer list. With a recall test the call centre calls the device at the time given in the timer list and initiates a recall. The device recalls the call centre briefly after end of initiation call. The call centre supervises thereby whether all devices called within a defined time window. This time window can be adjusted under 'Settings / Software' (see chapter [Settings](#)). Timer or recalls, which did not arrive at the call centre, are noted in the table 'Protocol / Missing routine calls'.

Protocols

Emergency Calls

In the table of 'Protocol / Emergency calls' a list with the emergency calls can be seen. The most important data of the calls are listed in the table. By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer.



No.	Emergency call type	Device number	Device type	Time stamp (incoming)	Operator	Time stamp(acknowledge)
34	Technical emergency call	1226	NRT3ENT+ [V06]	20.05.2011 13:39:55	admin	20.05.2011 13:40:49
33	Technical emergency call	1226	NRT3ENT+ [V06]	20.05.2011 13:37:50	admin	20.05.2011 13:39:11
32	Technical emergency call	1226	NRT3ENT+ [V06]	20.05.2011 13:34:34	admin	20.05.2011 13:34:50
31	Technical emergency call	1226	NRT3ENT+ [V06]	20.05.2011 10:03:38	admin	20.05.2011 13:30:40
30	Person emergency call	1226	NRT3ENT+ [V06]	20.05.2011 08:51:29	admin	20.05.2011 08:53:31
29	Person emergency call	1225	NRT1NT+	20.05.2011 08:48:29	admin	20.05.2011 08:48:39
28	Person emergency call	1223	GST120	19.05.2011 07:24:12	Admin	19.05.2011 07:24:31
27	Person emergency call	1226	NRT3ENT+ [V06]	19.05.2011 07:23:04	Admin	19.05.2011 07:23:09
26	Person emergency call	1226	NRT3ENT+ [V06]	18.05.2011 11:10:45	Admin	18.05.2011 11:11:00
25	Person emergency call	1223	GST120	18.05.2011 10:54:28	Admin	18.05.2011 10:54:34
23	Person emergency call	1226	NRT3ENT+ [V06]	18.05.2011 08:55:45	Admin	18.05.2011 08:55:55
22	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 13:30:52	admin	17.05.2011 13:31:04
21	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 13:25:39	admin	17.05.2011 13:25:53
20	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 12:11:48	admin	17.05.2011 12:12:05
19	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 12:08:53	admin	17.05.2011 12:09:35
18	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 12:04:21	admin	17.05.2011 12:04:46
17	Person emergency call	1225	NRT1NT+	17.05.2011 11:58:54	admin	17.05.2011 11:59:04
16	Person emergency call	1226	NRT3ENT+ [V06]	17.05.2011 11:52:02	admin	17.05.2011 11:52:40

Records: 33

Missing Routine Calls

In the table of 'Protocol / Missing routine calls' a list with the timer and recalls calls can be seen. The most important data are listed in the table. By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer.

Missing routine calls

Time stamp	Device number	Device type	Test mode	Timer mode	Timer interval	Timer time	missin
23.05.2011 08:31:01	1225	NRT1INT+	Timer	daily	3 08:16	23.05.	
23.05.2011 08:01:38	1226	NRT3ENT+ [V06]	Timer	daily	3 08:19	21.05.	
23.05.2011 08:01:38	1225	NRT1INT+	Timer	daily	3 08:16	21.05.	
23.05.2011 08:01:38	1223	GST120	Timer	daily	3 08:13	21.05.	
20.05.2011 08:34:32	1226	NRT3ENT+ [V06]	Timer	daily	3 08:19	20.05.	
20.05.2011 08:31:32	1225	NRT1INT+	Timer	daily	3 08:16	20.05.	
20.05.2011 08:28:32	1223	GST120	Timer	daily	3 08:13	20.05.	
19.05.2011 15:52:02	120	MSA3+	Timer	Interval	4 13:15	19.05.	
19.05.2011 08:36:00	1226	NRT3ENT+ [V06]	Timer	daily	3 08:19	19.05.	
19.05.2011 08:35:59	1223	GST120	Timer	daily	3 08:13	19.05.	
19.05.2011 08:35:59	1225	NRT1INT+	Timer	daily	3 08:16	19.05.	
18.05.2011 08:46:17	1226	NRT3ENT+ [V06]	Timer	daily	3 08:19	18.05.	
18.05.2011 08:46:17	1223	GST120	Timer	daily	3 08:13	18.05.	
17.05.2011 08:56:00	1225	NRT1INT+	Timer	daily	3 08:16	17.05.	
17.05.2011 08:28:44	1223	GST120	Timer	daily	3 08:13	17.05.	
16.05.2011 08:59:24	1225	NRT1INT+	Timer	daily	3 08:16	16.05.	
16.05.2011 08:59:24	1223	GST120	Timer	daily	3 08:13	16.05.	
16.05.2011 07:48:08	1223	GST120	Timer	daily	3 08:13	14.05.	

◀ ▶ ⏪ ⏩

Device data

Close

Records: 26

Events

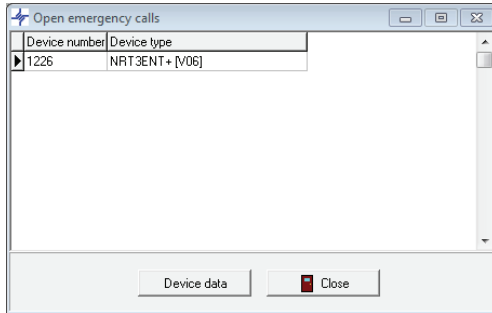
In the table of 'Protocol / Events' a list with highlights of devices, users and software is shown. Regular emergency calls and missing routine calls are not contained in the event table for these are indicated in separate tables.

Time stamp	Event	User	Device number	Device type	Description
23.05.2011 15:15:27	0x00020001	admin			User logged in.
23.05.2011 15:15:20	0x00010001				System started.
23.05.2011 15:13:58	0x00010002	admin			System shutdown.
23.05.2011 15:13:38	0x00020001	admin			User logged in.
23.05.2011 15:13:34	0x00010001				System started.
23.05.2011 15:09:37	0x00010002	admin			System shutdown.
23.05.2011 14:50:29	0x00030003	admin	1226	NRT3ENT+ [V06]	Device data read.
23.05.2011 14:49:01	0x00030005	admin	1226	NRT3ENT+ [V06]	Device data changed.
23.05.2011 14:37:52	0x00020001	admin			User logged in.
23.05.2011 14:37:48	0x00010001				System started.
23.05.2011 14:37:40	0x00010002	admin			System heruntergefahren.
23.05.2011 14:37:38	0x00010004	admin			Programmeinstellungen wurden geändert.
23.05.2011 14:37:02	0x00020001	admin			Benutzer angemeldet.
23.05.2011 14:36:57	0x00010001				System gestartet.
23.05.2011 14:36:48	0x00010002	admin			System shutdown.
23.05.2011 14:36:45	0x00010004	admin			Software settings was changed.
23.05.2011 14:34:35	0x00030005	admin	1223	GST120	Device data changed.
23.05.2011 14:34:09	0x00030002	admin	1226	NRT3ENT+ [V06]	Device programmed.

Records: 847

Open Emergency Calls

In the table of 'Protocol / Open emergency calls' a list with the open emergency calls shown is shown.

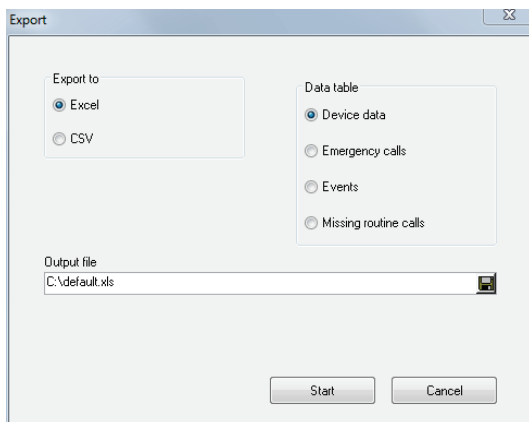


By clicking <Device data> the marked device's data window can be opened, in order to receive further information to the device and the customer. An emergency call is considered as finished only if it has been terminated with <Hang up with acknowledge>. All other events, which lead to the termination of the connection, do not sign the emergency call as finished. In order to sign an emergency call as ready you have to open the device data window and to call the concerning device. Make sure with the responsible person locally, e.g. the local engineer, that the procedure is finished and then terminate the connection with <Hang up with acknowledge>.

Export data

You can export the data of the database, in order to evaluate it in other programs. Two export formats are available:

1. Excel format
 2. CSV format (ASCII format with separators)
- For exportation you have to select the menu 'File / Export'. It opens the dialogue window for exporting the data.



In the field 'Export to' you specify the export format.

In the field 'Data table' you specify the data table to export.

In the field 'Output file' you specify the file name for the output file.

With <Start> the procedure is started.

After exporting is terminated, you can select another data table, define a new file name and start a new export. So you can export successively all tables of the data base.

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