

QUICK USER GUIDE

HELPY 2W-LCP

Emergency call system
EN81-28 (2022)
for installation in
control cabinet

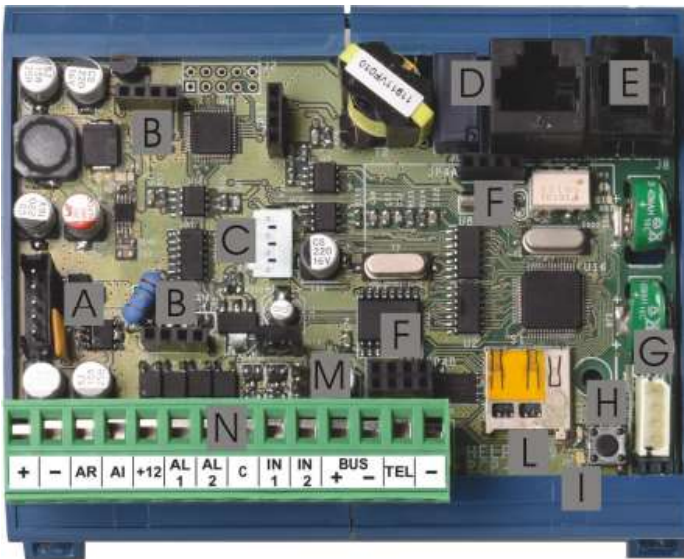


 **ROCOM**

Table of contents

Overview	3
Installation location.....	3
Security advice	3
Installation	4
Reset button	4
Screw connector	5
Connection for alarm button	6
General connection plan	7
Programming	8
Activate programming mode	8
Deactivate programming mode.....	8
Telephone numbers	9
Check the programmed telephone numbers	10
Recording identification message.....	10
Delete identification message	10
Listen to the identification message.....	10
ID code programming	10
Check the programmed ID code.....	11
Test call	11
Check test call programming.....	11
Test alarms	12
Acknowledgement procedure	12
Check acknowledgement procedure	13
Speech connection	13
Check speech connection activation.....	13
Emergency button filtering	14
Check emergency button filtering time	14
Time setting	14
Check internal clock time setting.....	14
Date setting	15
Check actual date setting	15
Volume setting.....	16
Check the volume setting.....	16
Change the password	16
Change language	16
Second and third tranquillization message	17
Emergency call button	18
Programming using a SD micro memory card.....	18
Reset to factory default.....	18
HOW TO USE (alarm call receiving).....	19
Alarm call to a alarm receiver (ESSETI, P100).....	19
Emergency call to a telephone (DTMF)	19
Ending the alarm.....	20
Optical indicators	21
Red LED for device status	21
Yellow and green LED (pictograms).....	22
Technical data	22
Notes.....	23

Overview



- A Plug for external ROCOM emergency power supply (not for 20-7001-0311)
- B Plug for optional relay card (not with 20-7001-0311)
- C Serial interface for controller or LMS
- D Connector for GSM200C gateway
- E RJ11 plug for machine room telephone
- F Telephone line card connector
- G Serial interface for connection to PC
- H Reset button
- I Red LED for device status; green LED for GSM signal level (only with GSM200C)
- L Micro SD card holder
- M Jumper plug for operating mode emergency call button AL1 and AL2
- N Screw terminal connector

Helpy 2W-LCP

Installation location

The installation location of the device must:

- be in a dry room;
- be free from dust, heat and direct sunlight;
- be free from liquids or chemically aggressive substances.

Before installation, please note the following:

- The device may only be supplied with the voltage specified on the rating plate.
- If liquid should get into the device, immediately remove the plug from the socket. The device may only be repaired by trained specialists.
- Static discharges can damage the device. Therefore, before you continue working, make sure that any static charges have been discharged by appropriate grounding.

Security advice

Please read these operating instructions carefully before using the device. Observe the safety instructions. Failure to follow these rules could violate applicable law or create a dangerous situation.



Please note!

Think about your own safety when installing the emergency call system. Never work in an open elevator shaft without a safety line. Be careful and cut the current when connecting voltages of 230 - 400 V in the machine room of the elevator shaft. Before touching or connecting cables, always make sure they are powerless.

Installation

The Helpy 2W-LCP is intended for installation in the elevator control cabinet. A corresponding DIN rail attachment is provided for this purpose. Appropriate active 2W speaker units are to be provided for the cabin, pit, etc. These are connected to the central Helpy 2W-LCP unit via a 2-wire bus system. Up to 16 speaker units can be connected.

Reset button

The reset button H (see image on page 3) has two functions:


Short press

The current emergency call is reset.

Long press (10 seconds)

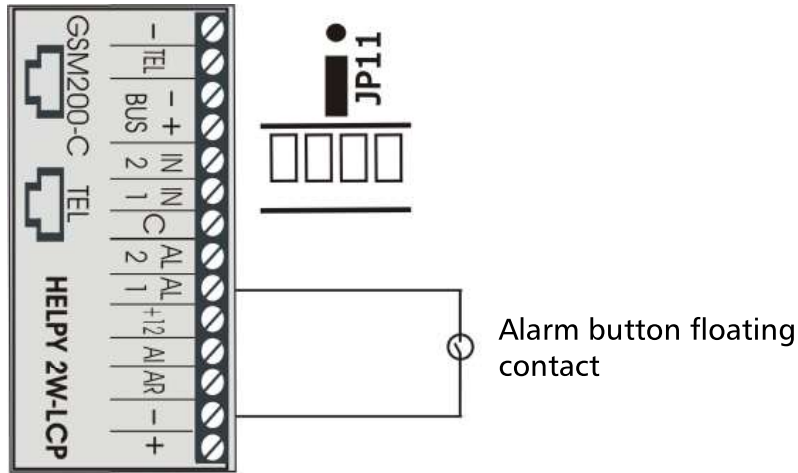
The device will be completely reset and restarted. The saved data are retained.

Screw connector

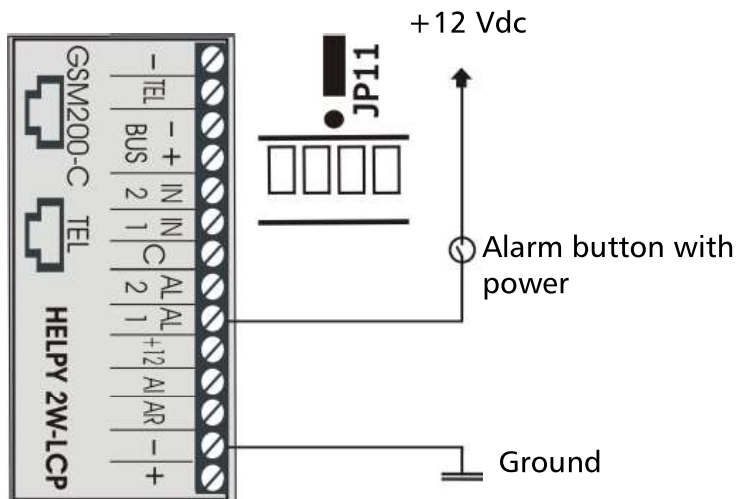
Designation	Description
+	External power input + 12 Vdc or + 24 Vdc
-	External power input -
AI	Output yellow pictogram driver "call activated" (12Vdc)
AR	Output green pictogram driver "call answered" (12Vdc)
+12	Power supply output (max. 100mA)
C	Common power supply for alarm buttons (AL and IN)
AL1	Emergency call button input (NO or NC)
AL2	Second emergency call/technical alarm/end of alarm button input (NO or NC, dry contact)
IN1	Input for alarm filter/end of alarm (NO or NC, dry contact)
IN2	Input for technical alarm/gong
BUS+	Bus line for active 2W speaker units +
BUS-	Bus line for active 2W speaker units -
TEL	Machine room phone (alterantive to the RJ11 plug)
-	Ground
LTI	Analogue telephone line a wire (or 2G/4G/VOIP Gateway)
LTI	Analogue telephone line b wire (or 2G/4G/VOIP Gateway)
	Ground for telephone line overvoltage protection
RL1	Relay contact (NO) (optional, not with 20-7001-0311)

Helpy 2W-LCP screw connector description

Connection for alarm button

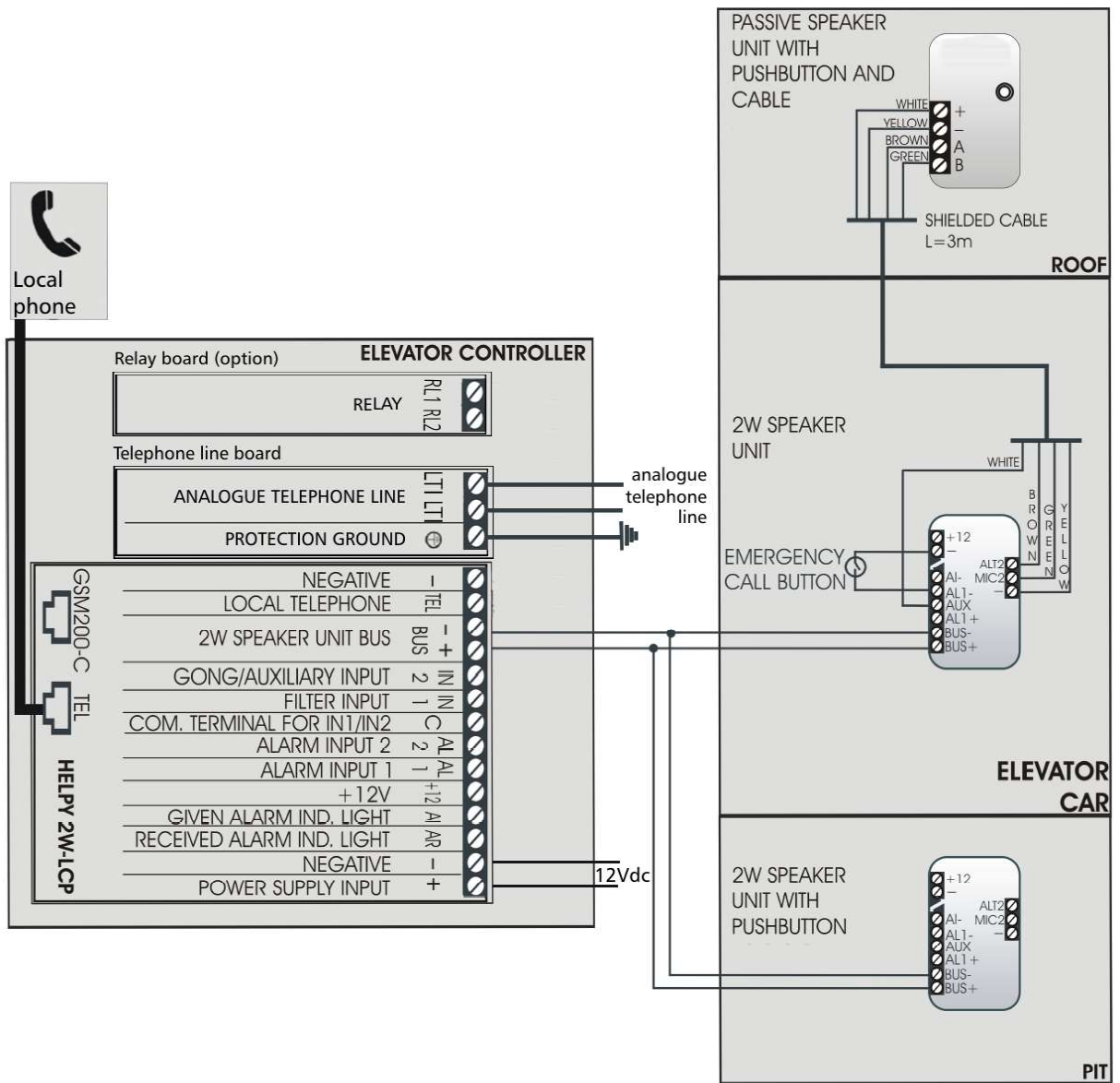


Helpy 2W-LCP connection of a floating alarm button or driver contact (NC or NC)



Helpy 2W-LCP connection of an existing button with power (NO)

General connection plan



Helpy 2W-LCP general connection plan

Programming

Programming is done with the help of a DTMF telephone, via the serial interface with a PC or via a micro SD card. A programming tool ("Estant") is available for programming via PC and SD card (see www.rocom-gmbh.de for download).



Please note!

During programming, no more than 10 seconds should elapse between entering one digit and the next. After 10 seconds without entering a number, a warning tone sounds and you have to hang up.

These operating instructions are a short version with the most important settings. You can download a complete description from www.rocom-gmbh.de.

Activate programming mode

Programming mode must be activated for programming via DTMF telephone.

DTMF

* <Password (default "0")> #

Example DTMF (ex works)

* 0 #



Please note!

As long as the programming mode is switched on, incoming calls will not be answered.

Deactivate programming mode

To switch off the programming mode again:

DTMF

* <Password (default "0")> #

Example DTMF (default)

* 0 #



Please note!

With the same input it is possible to delete a triggered emergency call.

Telephone numbers

It is possible to program up to 12 different telephone numbers for emergency calls, routine calls and technical alarms. A corresponding reception protocol can be specified for each phone number. Each phone number can have up to 20 digits.

MFV

<position> <alarm type> <protocol> <telephone no.>

Whereby:

<position> can have the value to for position 1 to 12.

<alarm type> can have the following values:

- for **emergency call**
- for **battery alarm*** (GSM500 Gateway)
- for **test call***
- for **speaker unit connection failure**
- for **diagnostic alarm*** (micorphone/loudspeaker failure)
- for **power failure** (only with Rocom external power supply unit)
- for **general technical alarm**
- for **end of alarm**

<protocol> can have the following values:

- for **DTMF phone** (acknowledgment using DTMF tones)
- for **Esseti protocol**
- for **CLIP call** (call without answer, only technical alarms)
- for **P100 protocol**

<call number> is the call number of the recipient (max. 20 digits).

* When programming these phone numbers, this type of alarm is automatically switched on.

Example

You want to program two phone numbers (06106660055) for the emergency call and routine call with P100 protocol:

DTMF



Please note!

The CLIP protocol cannot be set for the "emergency call" alarm type, as these do not have a voice function. For the Esseti and P100 protocols, a corresponding ID code (see ID code programming) must also be set.

Check the programmed telephone numbers

You can check the programmed telephone number by dialing:

DTMF

2**1**<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 the calling lift using its own telephone number and an identification message. This message can be heard with both incoming and outgoing calls.

DTMF

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

Delete identification message

To delete the identification message:

MFV

7**4****0****1**

Listen to the identification message

You can hear the recorded identification message by dialing:

MFV

7**2****0****1**

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 receiver an ID code must be programmed to identify the calling lift.

DTMF

2**2****2**<ESSETI ID code always 10 digits long>**#**

2**2****3**<P100 ID code always 8 digits long>**#**

Example

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

DTMF

2 2 3 1 2 3 4 5 6 7 8 #

Check the programmed ID code

You can check the programmed ID code by dialing:

DTMF

2 2 2 * (ESSETI ID code)

2 2 3 * (P100 ID code)

Test call

As default 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)

Example

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

DTMF

3 1 1

3 2 0 2 0 0

**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)

Test alarms

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

DTMF

9 0 0 9 9 <type>

Whereby <type> can have the following values:

- **1** for **speech emergency call**
- **2** for **battery alarm**
- **3** for **test call**
- **4** for **speaker unit connection failure**
- **6** for **diagnostic alarm**
- **7** for **power failure**
- **8** for **general technical alarm**
- **9** for **end of alarm**

Acknowledgement procedure

If the emergency call is to be received via DTMF post-election, i.e. it is not connected to an emergency call center, it is possible to implement this with or without an acknowledgment procedure. With acknowledgment, the emergency call is only ended completely after receiving the code number **0** (end). This means that the search process is ended. Without acknowledgment, the emergency call is ended by hanging up the receiver on the far end. Furthermore, it is possible to set the device so that the emergency call is only ended on site or after successful rescue (this corresponds to the specifications of the new EN81.28 (2022) standard). See also end alarm. The acknowledgment procedure is switched on ex works. To turn these off:

DTMF

7 7 0

Um die Quittierungsprozedur wieder einzuschalten:

DTMF

7 7 1

To activate the acknowledgment procedure with local end of alarm:

DTMF

7 7 2

Check acknowledgement procedure

You can check the programmed acknowledgement procedure settings by dialing:

DTMF

7 7 *

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 acknowledge-
mente digit 4 . To change this please dial:

DTMF

Automatically after identification message

7 8 1

Immediately after call activation

7 8 2

To set back to default setting:

DTMF

7 8 0

Check speech connection activation

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

DTMF

7 8 *

Emergency button filtering

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

DTMF

4**2** <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*******

Time setting

To ensure that the test call will be sent 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>

Example

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

DTMF

3**5****1****7****3****0**



PLEASE NOTE!

The internal real time clock is powered by its own battery and will work completely independent 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 *

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>

Whereby 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



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 *

Volume setting

The volume of loudspeaker, microphone and announcements can be set individually. The factory default values are: Loudspeaker 3, Microphone 5. To change these values:

DTMF

8**0** <speaker unit 1-16> <loudspeaker 1-9> <microphone 1-9> **#**

Example

You want to increase the master station loudspeaker volume from 3 to 9:

DTMF

8**0****1****9****5****#**

Check the volume setting

You can check the actual volume setting by dialing:

DTMF

8**0** <speaker unit 1-16> *****

Change the password

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

DTMF

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



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 change the language:

DTMF**7 9** <language>

Whereby:

<language> can have the following value:

- **0 0** for **italian**
- **0 1** for **english**
- **0 2** for **german**
- **0 3** for **french**
- **0 4** for **polnish**
- **0 5** for **portuguese**
- **0 6** for **russian**
- **0 7** for **spanish**

Second and third tranquillization message

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

DTMF**8 9** <second message language> <third message language> **#**

Whereby:

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

- **0 0** for **italian**
- **0 1** for **english**
- **0 2** for **german**
- **0 3** for **french**
- **0 4** for **polnish**
- **0 5** for **portuguese**
- **0 6** for **russian**
- **0 7** for **spanish**

To deactivate the feature:

DTMF**8 9 #**

Emergency call button

The emergency call buttons AL1 and AL2 are set as default as normally open buttons. These can be reprogrammed to openers if required. To program the emergency call buttons:

DTMF

4 **1** <AL1> <AL2>

Whereby:

<AL1> and <AL2> can have the following values:

- **0** für opener (NC)
- **1** für closer (NO)

Programming using a SD micro memory card

With the Estant program, it is possible to carry out all the necessary programming for the emergency call device on a PC and then save it on a micro SD memory card. This data can then be transferred to the device. After the SD memory card has been inserted in the slot provided, switch the device off and on again, or press the reset button for 10 seconds. The red status LED now flashes quickly as long as the data is being transferred. At the end you will hear the announcement "Correct" again. The device is now programmed.

Reset to factory default

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

DTMF

9 **9** ***** <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 equipmente can be found on www.rocom-gmbh.de.

Emergency call to a telephone (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 identificati-
on 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 definitely 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.



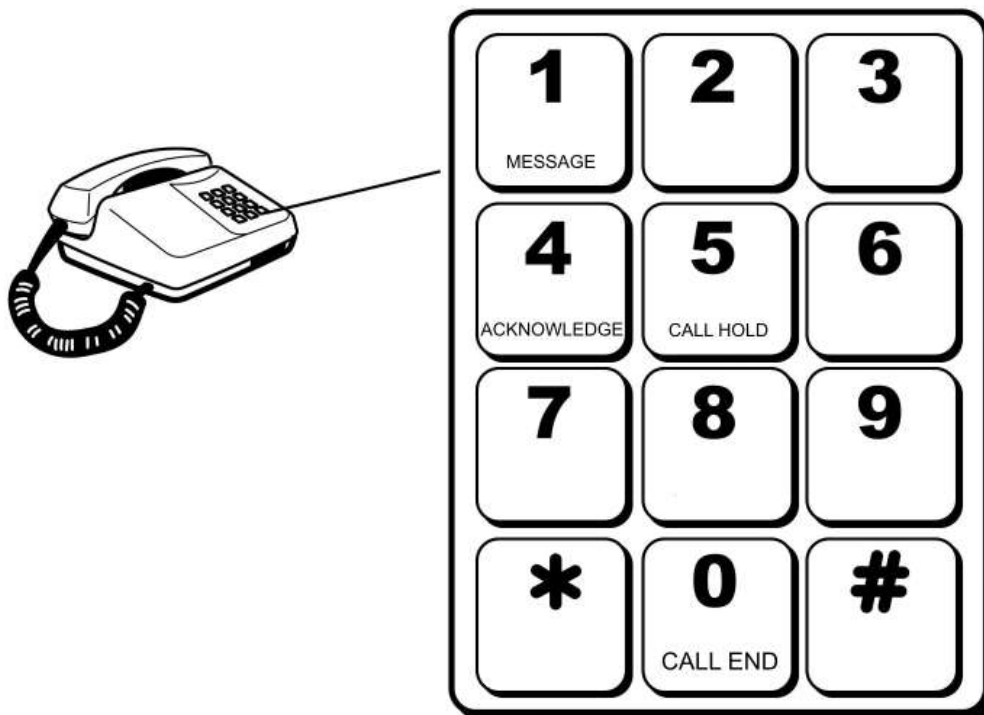
PLEASE NOTE!

All people involved in the alarm call receiving should be instructed in the use of the Helpy 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 2W-LCP DTMF emergency call receiving. Standard codes.

Ending the alarm

As required by the actual EN81.28 (2022) norm an activ main alarm must be terminated on side after liberation. This function ist not active as default 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

Red LED for device status

Normal operation (no alarm)



Alarm



Voice connection



Battery disconnected or low battery (max. 1-hour operation in idle state)



2W speaker unit connection error or bus problem



Absence of telephone line



Button failure



Yellow and green LED (pictograms)

Yellow LED on: an emergency call has been activated

Green and yellow LEDs on: the emergency call has been answered

Green LED on: An intercom call is active

Green and yellow LEDs flash: the test call was unsuccessful

Technical data

Power supply:	11,5 to 14 Vdc, or 16 to 26Vdc (max. 190 mA)
Optical indicators:	Two LED
Signalling:	DTMF
Programming:	using DTMF, SMS, PC, SD card
Dimensions HxWxD:	90 x 111 x 55 mm
Weight:	140 g
Operating temperature:	-0° to +40°C
Humidity:	30 to 90% relative humidity no condensing
Case:	ABS
Specifications:	EN62368-1, EN55022, EN55024, EN12015, EN12016 EN81.28(2004), EN81.28(2022), EN81.70
Conformity:	CE, RoHS

Notes

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