QUICK USER GUIDE

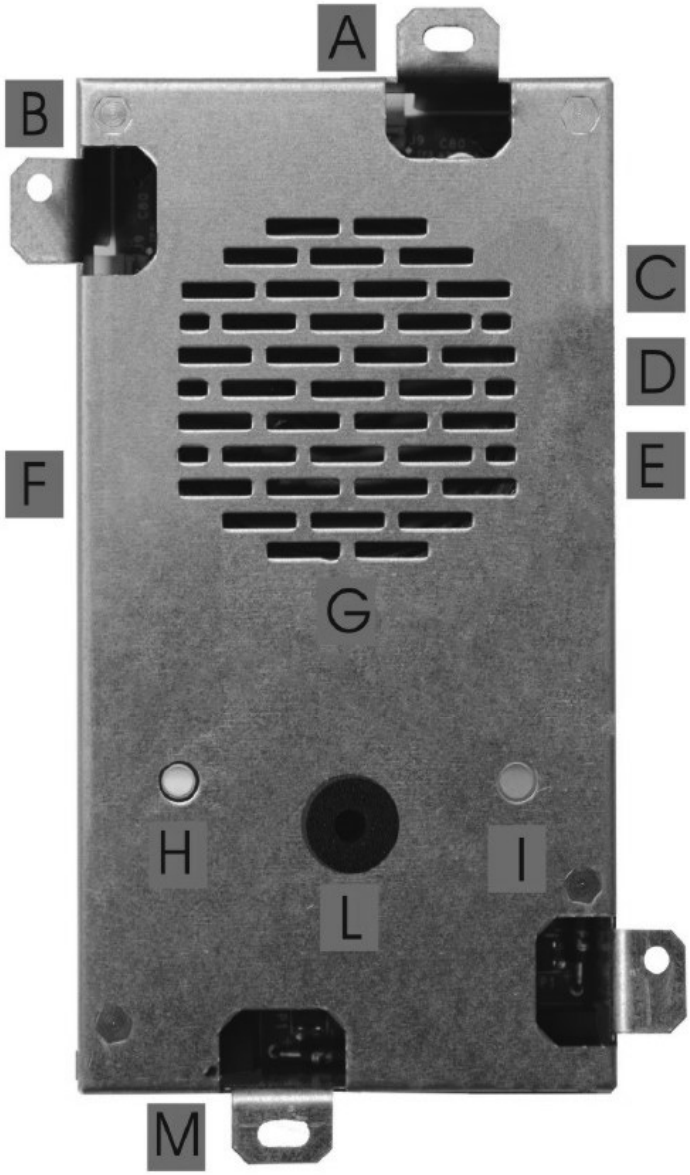
HELPY COMPACT-V

Emergency call system
EN81-28 (2022)

ROCOM

Table of content

Overview



A Plug for external battery (7,2V 800 mAh)
B Micro SD card holder
C Red LED for device status
D Serial interface for connection to PC
E Reset button
F Screw terminal connector
G Loudspeaker
H Yellow LED (call activated)
I Green LED (call answered)
L Microphon
M RJ11 plug for machine room telephone

Helpy Compact-V

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

Before you start the installation, you need to find a suitable place for the emergency telephone. Avoid installing in a corner or behind objects that may reflect the sound. This can lead to what is known as feedback between the speaker and microphone. You must be able to reach the existing cable to the machine room and the elevator emergency button. As the design of the front panels can vary, it is not possible to give precise instructions for installation behind a panel. On request you can get ready-made panels for the installation of the Helpy Compact-V emergency phone from the manufacturer you trust. If required, detailed information for a corresponding panel prefabrication is available on our website. Remember that the hole for the microphone and the two LEDs must line up exactly with the corresponding holes on the speech panel. To get the best voice quality, the device must be installed flush with the front panel.

Please note!
The microphone and LED should line up exactly with a hole in the fronte plate.

Reset button

The reset button H (see image on page 4) has two functions:

Short press
The current emergency call is reset.

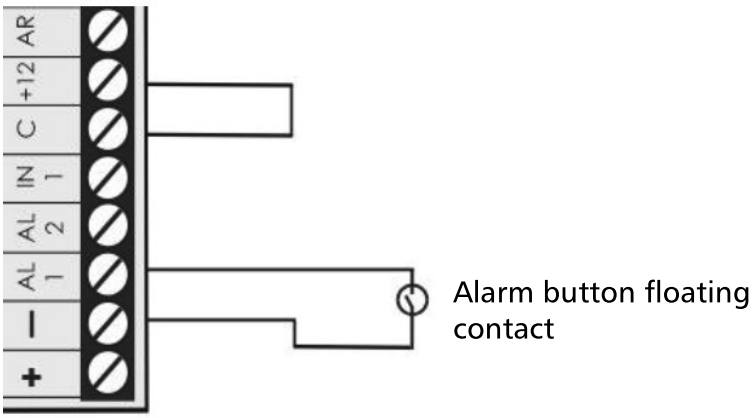
Long press (10 seconds)
The device will be completely reset and restarted. The saved data are retained.

Screw connector

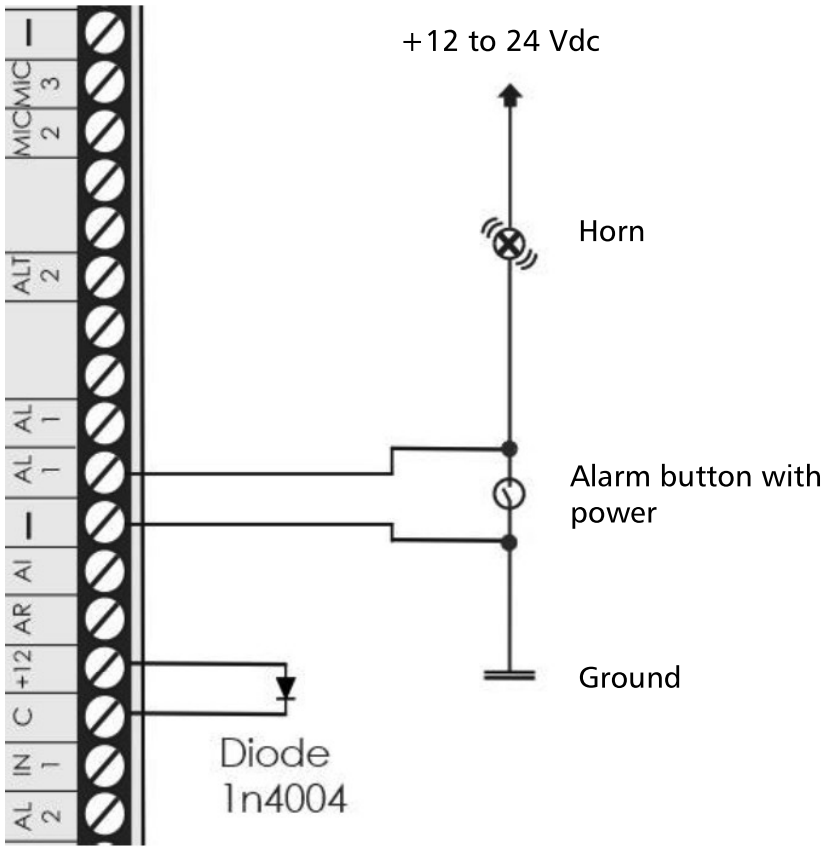
Designation	Description
+	External power input + 10 - 30 Vdc
-	External power input -
AL1	Emergency call button input (NO or NC)
AL2	Second emergency call/technical alarm/end of alarm button input (NO or NC, dry contact)
IN1	Input for alarm filter/end of alarm (NO or NC, dry contact)
C	Common power supply for alarm buttons (AL and IN)
+12	Power supply output (max. 100mA)
AR+	Output green pictogram driver "call answered" (12Vdc)
AI+	Output yellow pictogram driver "call activated" (12Vdc)
-	Ground
AL1	Emergency call button input (NO or NC)
AL1	Emergency call button input (NO or NC)
RL1 C	Relay contact input
RL1 NC	Relay contact output (NC)
ALT2	Output for external loudspeaker or passive speaker unit
RL1 NO	Relay contact output (NO)
M1	Input for external amplified microphone
MIC2	Input for external microphone or passive speaker
MIC3	Input for external microphone or passive speaker
-	Ground
TEL	Machine rooom phone (alterantive to the RJ11 plug)
⏚	Ground for telephone line overvoltage protection
LTI	Analogue telephone line a wire (or 2G/4G/VOIP Gateway)
LTI	Analogue telephone line b wire (or 2G/4G/VOIP Gateway)

Helpy Compact-V screw connector description

Connection for alarm button

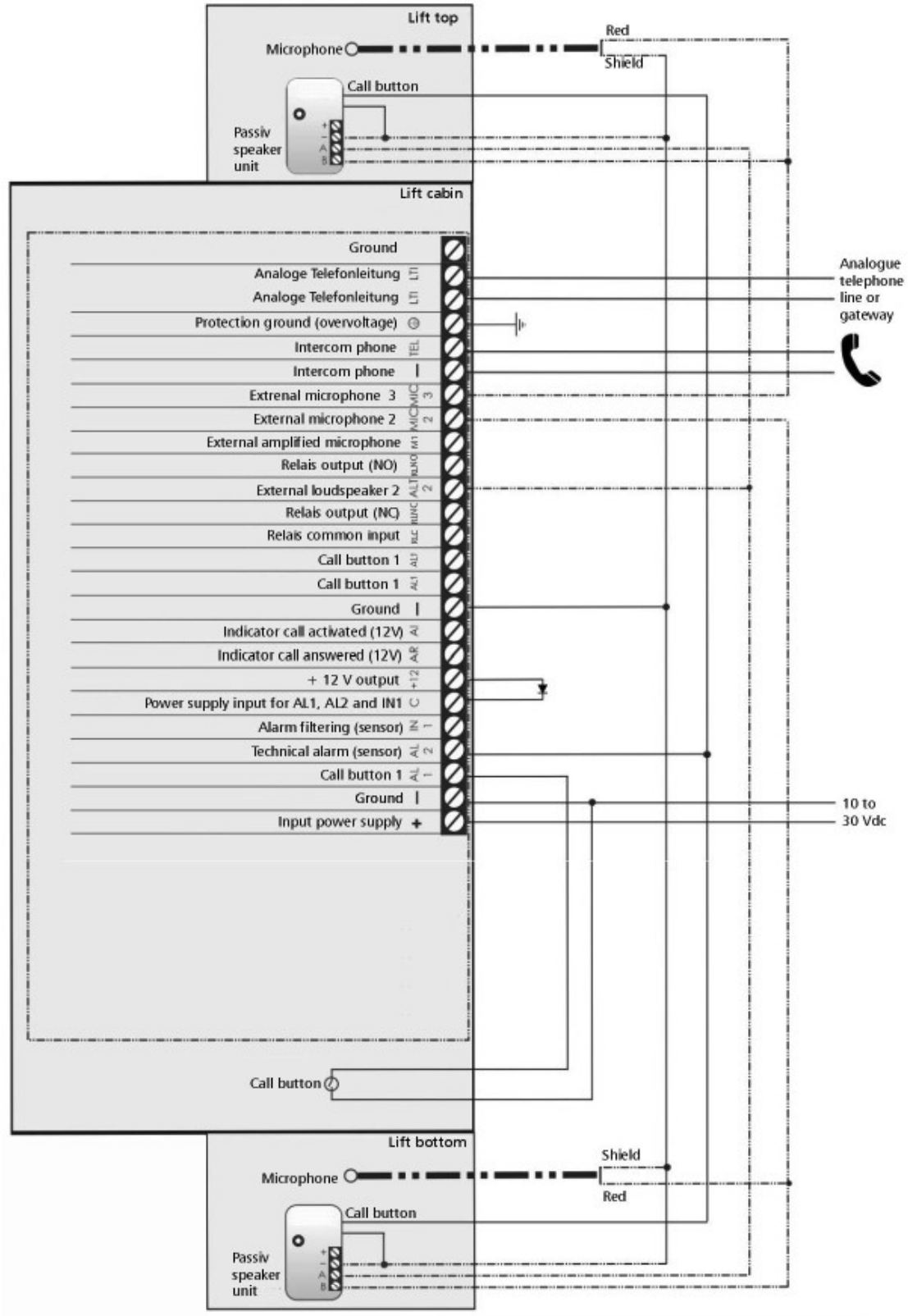


Helpy Compact-V connection of a floating alarm button or driver contact (NC or NC)



Helpy Compact-V connection of an existing button with power (NO)

General connection plan



Helpy Compact-V 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 24 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

[2][1]<position><alarm type><protocol><telephone no.>[#]

Whereby:

<position> can have the value ⓪① to ①② for position 1 to 12.
<alarm type> can have the following values:

- ① for **emergency call**
- ② for **battery alarm*** (GSM500 Gateway)
- ③ for **test call***
- ⑥ for **diagnostic alarm*** (micorphone/loudspeaker failure)
- ⑦ for **power failure** (only with Rocom external power supply unit)
- ⑧ for **general technical alarm**
- ⑨ for **end of alarm**
- ①⓪ for **battery empty**
- ①① for **battery failure**
- ①② for **button failure**
- ①⑤ for **sensor AL2 activated**
- ①⑥ for **sensor AL2 deactivated**
- ①⑦ for **sensor IN1 activated**
- ①⑧ for **sensor IN1 deactivated**
- ②① for **power returned**
- ②② for **battery fully charged**
- ②③ for **info alarm**
- ②④ for **timer alarm**

<protocol> can have the following values:

- ② for **DTMF phone** (ackpnwledgment using DTMF tones)
- ③ for **Esseti protocol**
- ④ for **CLIP call** (call without answer, only technical alarms)
- ⑥ 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
[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][#]

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 teh 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 reciever an ID code must be programmed to indentify 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):

DMTF

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 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)

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**
- ①⓪ for **battery empty**
- ①① for **battery failure**
- ①② for **button failure**
- ①⑤ for **sensor AL2 activated**

- ①⑥ for **sensor AL2 deactivated**
- ①⑦ for **sensor IN1 activated**
- ①⑧ for **sensor IN1 deactivated**
- ②① for **power returned**
- ②② for **battery fully charged**
- ②③ for **info alarm**
- ②④ for **timer 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 acknowledegmente 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 *

Relay function

Helpy Compact-V has a relay. This can be set for various functions:

- Relay follows the yellow indicator (emergency call initiated)
- Relay follows the green display (emergency call has been acknowledged/answered)
- Driver function (activation time 2 seconds)
- Emergency call activated
- Emergency button pressed
- Telephone line faulty (default setting)
- Battery life low

The signaling for faults in the GSM network or analogue telephone line (elevator switch-off) is activated ex works. To change this function:

DTMF
Relay follows the yellow indicator (emergency call initiated)
7 5 1 1
Relay follows the green display (emergency call has been acknowledged/answered)
7 5 1 2
Relay is switched on in the event of a power failure if this lasts more than 30 seconds
7 5 1 3
Relay is used as driver contact
7 5 1 4
Relay turns on when an alarm is triggered and turns off when it ends
7 5 1 5
The relay is switched on and off by pressing the emergency call button
7 5 1 6
Relay turns on when battery life is low
7 5 1 8

To switch signaling back on when there is a fault on the telephone line:

DTMF
7 5 1 7

Check relay function

You can check the programmed the relay function settings by dialing:

MFV
7 5 1 *

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>

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 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>

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 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 *

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

DTMF
8 0 0 1 <loudspeaker 1-9><microphone 1-9> #

Example
You want to increase the loudspeaker volume from 3 to 9:

DTMF
8 0 0 1 9 5 #

Check the volume setting

You can check the actual volume setting by dialing:

DTMF
[8][0][0][1][*]

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 cahnge the language:

DTMF
[7][9]<language>

Whereby:
<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**
- ⓪⑧ for **czech**

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

[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**
- [0][8] for **czech**

To deactive the feature:

DTMF

[8][9][#]

Emergency call button

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

DTMF

[4][1][1] <AL1>

Whereby:
<AL1> 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 equippmente 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:

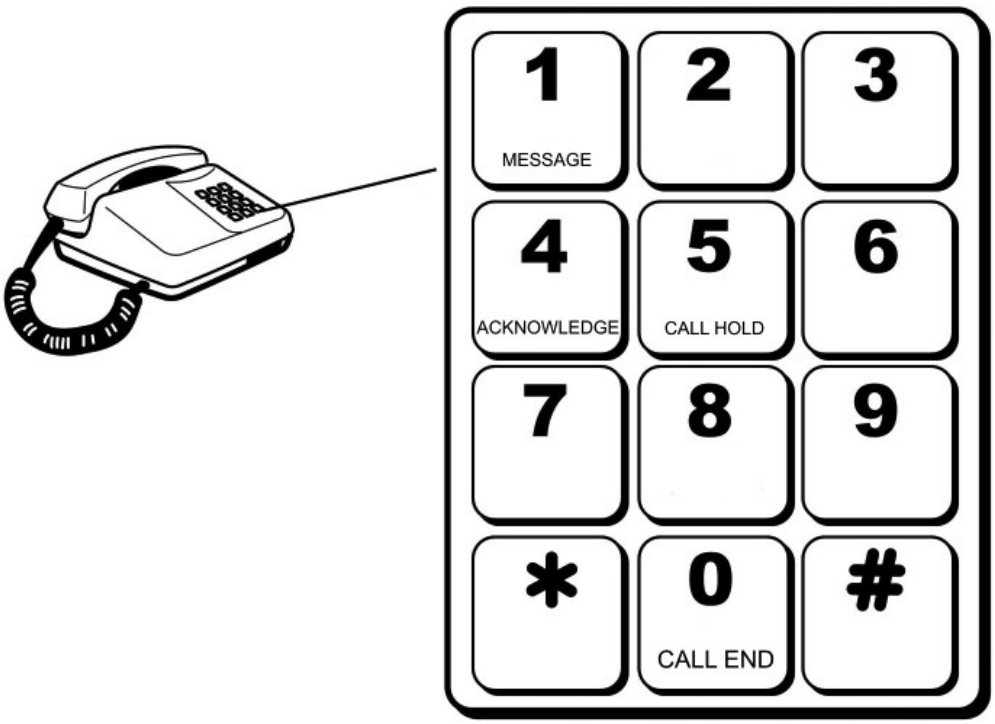
1. Acknowledge the call by pressing the key [4]. The speech connection will be activated.
2. After the call answer and the message advising the emergency call an identification message will be played. With the key [1] you can let play this message again.
3. If after the call answer no more keys will 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 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 Compact-V DTMF emergency call receiving. Standard codes.

Relay

It is always possible to activate the driver relay from the machine room telephone (intercom function) as well as from external telephones, provided the relay has been programmed for this function (see also relay function). The relay is switched on for a period of 2 seconds (e.g. to restart the controller).

DTMF (external call)

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

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].

Via a corresponding contact (button, key switch, magnetic switch, etc.):

- For this purpose, input AL2 ([5][5][4]) or ([5][5][7]) must be set accordingly for this function.

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

Technical data

Power supply:	10 to 30 Vdc (max. 195 mA)
Indicators:	Three LEDs
Dial-up reception:	DTMF
Programming:	via DTMF, PC, SD memory card
Dimensions HxWxD:	156 x 81 x 28 mm
Weight:	233g
Operating temperature:	-0° to +40°C
Humidity:	30 to 90% relative humidity without condensation
Housing:	sheet steel
Compliance with standards:	EN55024, EN55022, EN12015, EN12016, EN62368-1, EN81.28(2004), EN81.28(2022), EN81.70
Approvals:	CE, RoHS

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)

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

Please note!
If necessary, this latter signaling can be switched off with the programming code 3 4 3.

Notes

Notes

Your dealer:

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