

Operating Instructions

What is Informa?

The Informa is a keypad unit that has the capability of dialling prerecorded speech messages over a telephone line. It is installed in your intruder system so that when your alarm system detects an intrusion the external siren will sound to alert your neighbours and the Informa will dial a programmed telephone number and replay a recorded speech message to alert someone else to the intrusion. For example, Informa can contact a friend or relative who lives close to your home, who can investigate the alarm and call the police if necessary.

What Does Informa Need to Know?

Before Informa can work you must program it with the telephone numbers to use, and record the alarm messages that it will replay.

Messages

Informa can record 4 spoken messages in its memory. Message number 1 **location message** may be up to 11 seconds long, messages 2, 3 and 4 **alarm messages** may be up to 3 seconds each.

When Informa makes a call it will always replay the location message first. Typically the **location message** is used to identify the location of Informa, e.g.

“This is the Alarm Panel at the house of Fred Smith in Wigan”.

The other 3 messages are called **alarm messages** and are normally used to indicate the type of alarm or problem that has occurred, e.g. “Intruder”, “Fire”, “Personal Attack” etc. Your installer will tell you which alarm messages can be used with your intruder alarm system.

Telephone Numbers

Informa can contact up to 3 telephone numbers. The best people to contact are friends and relatives who live close to your home, who can carry out an initial investigation of the alarm,

and then contact the police. Informa can also be programmed to contact your mobile phone, but unless you work close to home this may not be very useful. Informa has 3 memories for storing the telephone numbers. It will try each one in turn until its call is acknowledged, so you should always program the first memory with the number of the person most likely to answer the call.

The person who answers the call from Informa must acknowledge it by following a simple procedure (described later). If he or she fails to do this then Informa will hang-up and dial a second telephone number, and replay the message again. If it isn't acknowledged it will try a third number. If Informa fails to be acknowledged it will repeat this sequence a further 6 times. It is therefore very important that the person who answers the call understands how to acknowledge a call.

Operating Mode

The Informa can be programmed to use one of two modes of operation. It can either associate an input with an alarm message (mode A), or with a telephone number (mode B).

Note: Please check with the installer which of the mode has been set.

Mode A

If the Follow Me number is valid it will dial this first, otherwise it will dial the first telephone number. It will replay the location message, followed by the alarm message associated with the triggered input, where IP1 plays message 2, IP3 plays message 3, etc.

location message: *This is the alarm system at Mr and Mrs Smith's house, 1 the avenue, Smith Town.*

Alarm message: *There is an intruder alarm activation.*

If two inputs are triggered at the same time the Informa will replay both alarm messages. If the Informa isn't acknowledged it will attempt to communicate to the 2nd telephone number, then the 3rd, see *Message Acknowledgement*.

Mode B

If IP1 has been triggered the Informa will only dial the first telephone number, and replay the location message followed by *message 2*. If IP2 has been triggered the Informa will dial the second telephone number, and replay the location message followed by *message 3*, similarly for IP3. If the Informa isn't acknowledged it will only attempt to communicate to the original telephone number.

How Do I Program Informa?

Informa is in standby mode when only the green Power LED "ON led is lit. To program Informa you must enter programming mode by keying in a 4 digit code on the keypad. By default this code is 0123 but your installer may have changed it. Key in the code. If it is valid all 4 red LED indicators will light. Once in programming mode you can carry out any of the following functions:

To Change a Telephone Number

- Press the button labelled TEL.
- Press the memory to be changed (1, 2 or 3)
- Enter the digits of the telephone number, up to 20 digits are allowed.
- Press TEL to accept the number.

If you make a mistake press QUIT to reject the entire number.

Note: The Informa cannot contact the emergency services directly. It will not accept any telephone number starting with 999 or 112.

To Delete a Telephone Number

- Press TEL
- Press the memory to be deleted (1, 2 or 3)
- Press TEL

To Record a Message

- Press REC. LED's 1 to 4 will flash
- Press the message number to be recorded (1, 2, 3 or 4)
Informa will pause for 1 second then sound a tone for 1 second.
- Now speak clearly into the microphone, which is just below the LED's.

Message 1 (the location message) may be up to 11 seconds long, the 3 alarm messages are 3 seconds long. Informa will automatically stop recording at the end of the message duration. If the announcement to be recorded in message 1 is much shorter than 11 seconds you can stop the recording at any time by pressing PLAY. After a short delay Informa will replay the message just recorded.

To Replay Messages

- Press PLAY. LED's 1 to 4 will flash.
- Press the message number to be replayed (1, 2, 3 or 4)

After a short delay Informa will replay the selected message.

To Test Informa

To test that the telephone numbers have been set up correctly Informa can perform a test call. During a test call the play-back speaker will be turned on so that you can hear how the call progresses. To generate a test call:

- Press TEST. LED's 1 to 3 will flash.
- Press the telephone memory to be called (1 to 3).

Informa will dial the number, replay location message followed by alarm message 2, and listen for the acknowledge signal. If Informa receives a valid acknowledgement it will hang-up the line and light all 4 LED's steady. If it fails to receive an acknowledgement it will repeat its messages several times, and then hang-up the line and flash all 4 LED's. Press TEST again to cancel this.

To Change the Code

- Press 8
- Key in the new 4 digit code.

Informa will not accept certain codes, in which case it will sound an error tone.

Using Informa

In Normal use

Once programmed Informa needs no further programming or attention. Set and unset your alarm system as directed by your installer. In the event of an alarm Informa will carry out its function reliably and silently.

Cancelling a Call

If you accidentally set off your alarm system the Informa will attempt to communicate its alarm message. You can stop this by keying in your code on Informa's keypad. Informa will acknowledge that the call has been cancelled by flashing all 4 LED's for several seconds.

Message Acknowledgement

The person who answers the telephone call from Informa must always acknowledge the call. This is done by the following:

- a) When you answer a call from an Informa, listen to the message. At the end of the message Informa will produce a single tone for 1 second.
- b) Press the * (star) key on the telephone for at least 1 second. Informa will repeat its tone for 1 second.
- c) Press the * key again for 1 second. Informa will then sound 2 short beeps to indicate that it has received the acknowledgement and then hang-up.

It is possible to acknowledge the call only by use of a tone dialling telephone.

The Follow Me Number

Informa also has a Follow Me number, that you can easily re-program each time that you leave the house and set the alarm system. If a Follow Me number has been programmed Informa will always attempt to contact that number first. The Follow Me number is cancelled each time that the alarm system is unset. The Follow Me number can be changed without entering programming mode.

- a) Press TEL.
- b) Key in the telephone number (up to 20 digits).
- c) Press TEL.

INFORMA

Acknowledgement Instructions

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Cut out the acknowledgement instructions above and carry it with you for reference.

You too could benefit from the added security and peace of mind only an **INFORMA** can bring!
Contact you Installer (details below)

Company: _____
Contact: _____
Address _____

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Installer Details

Company _____

Contact Name _____

Address: _____

For Technical Support

 : 0906 302 0999

This is a premium rate line, calls are charged at 50 pence per minute

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