

Troubleshooting: Emergency Phones Memcom

I need to reprogram a Memcom remotely, but unit does not accept the Access code (*1234#), how can I reprogram?

If Memcom does not accept the Access code, then most likely this has been changed. Using *22253667# will allow you to access the Memcom, which we advise to be reprogrammed back to the default access code *1234# (once in programming type *22 then 1234#).

Memcom Car Operating Panel (COP) Accessory is being removed and only the Memcom will be used, do we need to change any settings on the Memcom?

Yes, the Memcom needs to be reconfigured back to default as audio settings would have been adjusted when using the COP accessory.

Method: Press 1 > Settings/accessory > COP Accessory press # to Untick then keep pressing star until exit programming.

Previous programming method (this will work on all Memcom devices):

- *1234# (access code)
- Use the UP arrow and proceed to number *23 (Volume)
- Type 5 followed by # (this will overwrite number)
- Use the UP Arrow to *26 (H/W opt)
- Type 12 followed by #
- Press # then *01# (exit programming)

Why is the alarm button not working?

- Alarm push button is wired through door alarm filtering and to activate would require lift doors to be closed or lift in a fault condition.
- Alarm button not pressed long enough Check Delays > In Car Delay to see what delay has been set and adjust accordingly, but do not set as 0 (default 3 seconds).
- Incorrectly wired, recheck wiring connections from the Alarm button from the lift car to 9 & 15 on the Memcom terminals (9 and 15 is a voltage free contact).
- *31 In Car Delay could be set to 0.

How can I check if the Memcom Autodialler Alarm contacts are working?

A shorting wire can be placed directly across Memcom empty terminals 9 and 15 (Alarm button contacts), after 4/5 seconds Memcom will dial out. If this does not happen, then most likely Memcom could be faulty.

What should I do if Memcom is not dialling out?

There could be a few reasons for this situation, but the most common cause is that the telephone line is not active. Connect the telephone handset and make a call to check activity of the phone line and then check the telephone connection to the Memcom Autodialler (1 and 2 on the Memcom terminals).

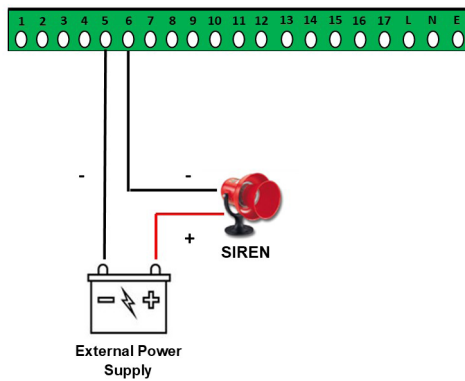
The Memcom keeps dialling out when the alarm button is wired to terminals 9 and 15 on the Memcom. What should I do?

This can be caused by the alarm button being a Normally Closed contact, this can be changed in the settings (Settings> System Config, select N/C) (default is Normally open). Hotline can also cause this, refer to note on 'Hotline'.

Is there a way of connecting an external siren. How is this done?

Using connections 5 and 6 (voltage free) on the Memcom terminal will allow you to connect an external siren with siren voltage. See drawing.

Siren wiring example

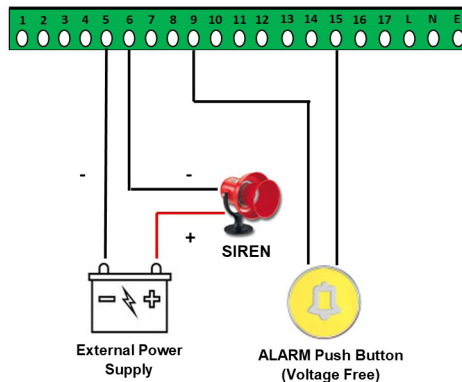


I do not have a voltage free contact on my Alarm button, is there another option I can use?

There are a couple of options:

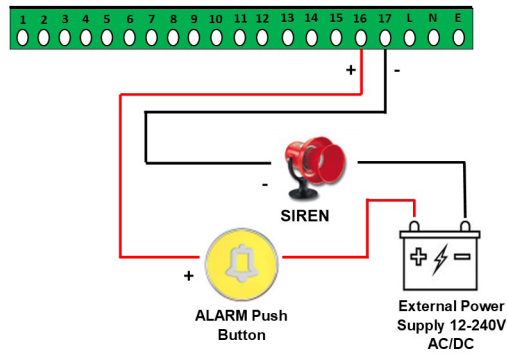
1. Remove alarm wires from your Alarm button and wire these to 5 & 6 contacts on the Memcom terminal, then wire a two-core cable from your Alarm push to 9 & 15 terminals on the Memcom. See example.

Siren & Push button example



2. Use Service counter as an optional Alarm button/siren voltage connection.
- First example shown is Normally Open wiring with programming instructions.
 - Second example shown is Normally Closed wiring with programming instructions.

Example 1:



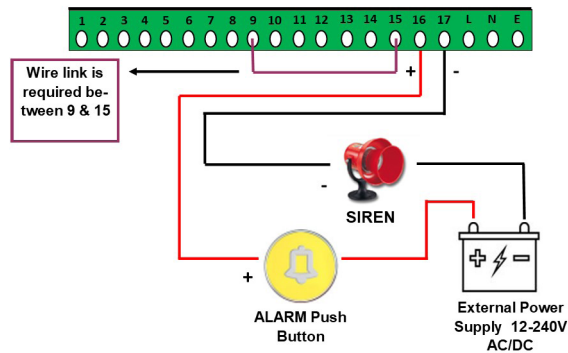
To Program Latest Versions:

- Press 1, Down Arrow to 'Settings' press #
- Down Arrow to Select 'System Config', press #
- Down Arrow to Select 'Service as Alm', press #
- Keep pressing the * key to exit programming

To Program Previous Versions:

- *1234#
- Use the 'Up Arrow' on Keypad to 'Option 26: H/W Opt'
- Type in 268
- Press # Twice
- Type *01# to Exit Programming

Example 2:



To Program Latest Versions:

- Press 1, Down Arrow to 'Settings' press #
- Down Arrow to Select 'System Config', press #
- Down Arrow to Select 'Service as Alm', press #
- Press Down Arrow to Select 'N/C Alarm push' press #
- Keep pressing the * key to exit programming

To Program Previous Versions:

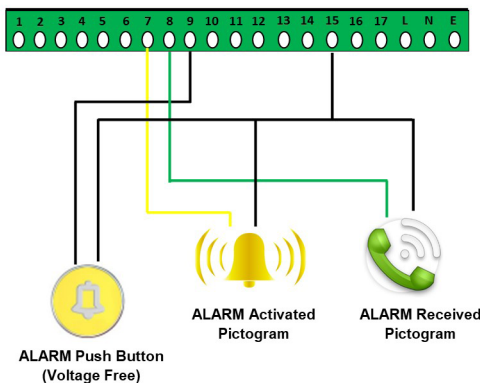
- *1234#
- Use the 'Up Arrow' on Keypad to 'Option 26: (H/W Opt)
- Type in 332
- Press # Twice
- Type *01# to Exit Programming

Can the Memcom power the Alarm Activation and Alarm Received Pictograms and how is this done?

The Memcom connections 7 for the Yellow Alarm Activation and 8 for the Green Received Pictograms has a 12VDC output to power the pictograms.

When Alarm is pressed there will be a 12vdc supply from the Memcom to the Yellow activation pictogram and once the call is established yellow pictogram will switch off and Memcom 12vdc power will be supplied to the Green received pictogram. See example.

Pictograms example

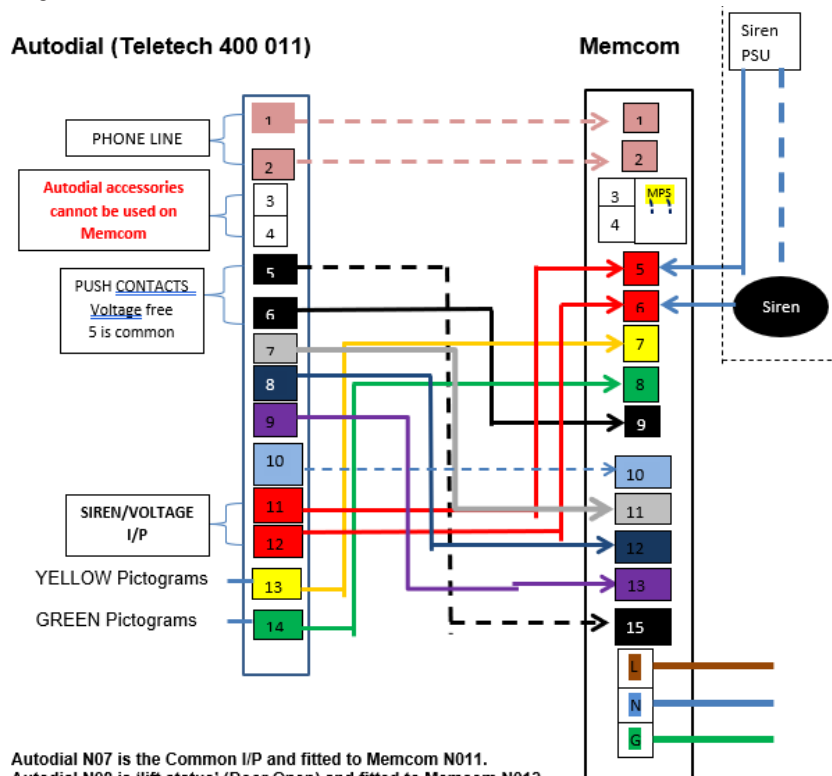


NOTE:

There is a 12VDC Output from the Memcom Autodialler to power 12VDC external Pictograms.

Is it possible to replace an older version 400 011 Autodialler with a Memcom and how is it done?

Yes, this is possible see wiring instructions.



Autodial N07 is the Common I/P and fitted to Memcom N011.
 Autodial N08 is 'lift status' (Door Open) and fitted to Memcom N012.
 Autodial N09 is 'Door Filtering' (nuisance call) and fitted to Memcom N013.
 Autodial N010 'Free choice contact' (End of Alarm) and fitted to Memcom N010.

Note:

1. If Alarm siren not connected you can wire to fit alarm to 5 & 6 in Memcom as instructed in drawing.
2. If no yellow & Green pictograms connected in 13 & 14 on Autodial then leave out on Memcom unless they need to be fitted then follow Memcom installation sheet for connection details
3. If Pit com or Motor room handset was used on the old Autodial then the replacement would be the Memcom MPS (multi point stations) 492 020 follow installation sheet for connection details.

PSTN phone line fault detection has been configured through the Memcom using the voltage free relay, (terminals 5 and 6) how does the relay terminal behave in this mode?

The Relay contacts default to Closed, and Open whenever a PSTN line fault is detected. When fault condition is cleared, the contacts return to the default Closed state.

What will happen if two Memcom's are sharing a single line and the Network ID's have not been set, will this still make an emergency call?

Memcom's will still be able to dial and will be answered on an emergency call as normal, the restriction would be when dialling remotely - you will not be able remote access the units without programming the Memcom network ID.

What can I do if I have accidentally deleted the Guidance or Reassurance message?

On the v4 version Memcom's the message can be reloaded on the earlier version you will need to reprogram message.

You can program by navigating the menu to: (Memcom firmware version 4.0X).

Messages> Guidance> 1=play 2=Record, you will not see the number 4 as this is in the code, but by pressing 4 this will reload the message.

Messages> Reassurance> 1=play 2=Record, you will not see the number 4 as this is in the code, but by pressing 4 this will reload the message.

You can program by navigating the menu to:

Messages> Guidance> 1=play 2=Record

You can program by navigating the menu to:

Messages> Reassurance> 1=play 2=Record

Default Guidance message:

'Lift alarm, Please Press 3 for location or # to speak to trapped passengers, before you hang up please press * then #'

Default Reassurance message:

'Please remain calm the Alarm has been activated and the Lift services are about to be contacted'.

If the Alarm has been pressed, followed by a single tone and Memcom does not dial, what could cause this?

There are many reasons for this, but the most common cause is that the alarm button is wired through the lift door filtering which is looking for a fault condition i.e doors have to be in a closed position.

How can I reset the Memcom back to default?

Type *74123659# this will request the Memcom performs a factory reset of its configuration (upper-case R traced out on the keypad).

GSM 452 000 has been replaced do we need to change any configuration related to this set up on the Memcom and if so, what are they and how is it done?

Yes, the Memcom will need to be reconfigured to remove the GSM 452 000 option and back to the default settings, once this is done you may still see GSM fault shown on the Memcom, but this will be change when next internal self-test is initiated by the unit.

New Method:

Press 1 > Settings/accessory > Memco GSM press # to Untick then keep pressing star until exit programming.

Old Method:

1. *1234# (access code)
2. Use the UP arrow and proceed to number *26 (H/W opt)
3. Type 12 followed by # (this will overwrite number)
4. Use the UP Arrow to *27 (H/W Mon)
5. Type 39 followed by #
6. Press # then *01# (exit programming)

Memcom COP accessory is being now replaced to a different version, do we need to change any settings on the Memcom and if so what are they and how is it done?

No change of settings is required.

Memcom COP Accessory is being removed as it is no longer required and only the Memcom will be used, do we need to change any settings on the Memcom and if so, what are they and how is it done?

Yes, the Memcom needs to be reconfigured back to default as Audio settings would have been adjusted when using the COP accessory.

New Method:

Press 1 > Settings/accessory > COP Accessory press # to Untick then keep pressing star until exit programming.

Old Method:

1. *1234# (access code)
2. Use the UP arrow and proceed to number *23 (Volume)
3. Type 5 followed by # (this will overwrite number)
4. Use the UP Arrow to *26 (H/W opt)
5. Type 12 followed by #
6. Press # then *01# (exit programming)

I have recorded over the Guidance message can I reset back to the factory default message?

This can be done from Memcom's with firmware V4 onwards.

New Method:

Press 1 > Messages > Guided > press 4 > Erase (N04 will not be shown on screen)

Old Method:

1. *1234# (access code)
2. Use the UP arrow and proceed to number *43 (Guided)
3. Press 4, screen show erasing message (N04 will not be shown on screen, once pressed message will reset)
4. Press # then *01# (exit programming)