

Top Tips for Installing Autodiallers

When fitting Autodiallers we hope for a trouble free installation but if you do come across issues here are some helpful tips.

Wiring:

- It's easy to overlook the wiring connections. The first step should always be to recheck the wiring, as there is a possibility of a wire breaking off during the installation.
- Connecting the Alarm button to an Autodialler. There are two types of alarm button connection: Normally Open or Normally Closed; some also have a voltage across these due to the siren being connected. Make sure these are configured/Wired correctly as some autodiallers (like the AVIRE telephones) use a voltage free with separate siren contact.
- When wiring Pictograms some switch on a positive and some switch on a negative so it's always worthwhile to have a check before wiring.

Programming:

- Keep programming simple, don't over complicate.
- Confirm telephone numbers are programmed correctly as each lift company have their own set of protocols.
- Make changes to settings only if required, any unnecessary changes may affect the way the equipment operates.

Telephone line:

- Autodials use typical PSTN analogue lines. If digital lines are being used, then an ATA converter will be required.
- Confirm the telephone line is active before making an alarm call.
- For a simple check, plug in a telephone handset in the available telephone socket and call your mobile. This way not only can you check whether the phone line is ok from the main socket, but you will also retrieve the line number on your mobile phone.
- If no phone socket is available and the telephone line is wired directly to the autodialler it will be difficult to check.
- One option we advise is to purchase a BT slave socket, (most DIY stores should have these in stock) and wire from BT slave socket 2 & 5 on a two core cable, and wire the other end to the existing telephone wires that are in the autodial - this way you can plug in a handset and test.
- Measuring across the autodialler phone line wires and seeing 48/50VDC does not mean that the phone line is active. As a rule always check using a handset and prove by calling.

Interference:

- GSM, Antenna and Autodialler should be kept around 1.5m apart. In some cases, when the GSM is placed on top of the lift car, it is difficult to find the room. It's best advised to still try and keep a distance between the product to prevent poor communications and interference.
- Always consider your wiring routing and what consequence it may cause.
- Poor phone line routing is susceptible to picking up electrical interference and can cause a high percentage of autodial issues i.e., poor two way voice communication. Consideration therefore should be taken when this is being done.
- Depending on the type of devices used, keep different pieces of equipment as far away from each other as possible.

GSM's:

- GSM, antenna and autodialler should be kept around 1.5m apart.
- There are sites where a GSM will be installed on top of the lift car, if this will be the case then the signal strength should be checked at highest and lowest levels for reliability.
- When deciding on which SIM to use, firstly you should research which SIM provider will give you the best signal coverage. There are helpful websites where you can check the area network coverage.
- GSM should be installed in a suitable location to pick up the best signal strength.