



## **Memcom Technical Alarms**

There are 2 categories that require intervention:-

1. Missing background (EN81-28) calls
2. Technical alarms

## **Missing background (EN81-28) calls**

There are several reasons for the Memcom not to call in at its assigned time.

1. The Memcom is defective;
2. The line the Memcom is connected to is possibly faulty or has been disconnected by the customer or line provider. The customer could have used the line for another purpose e.g. fax machine or used the extension number for internal purposes;
3. The Memcom has not yet been programmed with its background telephone or ID number. The correct settings for an external line are:
  - \*16 09044130413\*\*1
  - ID number: \*21 (Refer to the Memcom Globalnet Phone Tracking Software). The first 3 digits are your unique identification code and the 6-digit number is the serial number of the Memcom, i.e., a total of 9 digits.

## **Solutions if connection via telephone is possible**

1. Once you have called the Memcom (the number should be stored on the Globalnet database), it will answer with several bleeps and possibly a recorded message.
2. To enter program mode, press \* then the password (default is 1234) followed by the # key. You should then hear 3 beeps then silence.
3. To confirm the background number has been programmed press \*16#. The number will read back to you if any has been programmed.
4. To confirm that the correct ID code has been programmed press \*21# and it will be read back to you if it has been programmed. This number may be only a 6-digit number which is the default serial number. It should be up to 9 digits long with the first 3 being your unique customer number as allocated by Memco. The remaining digits, (up to 6), is a unique number allocated by the user or can be assigned Memcom's serial number.
5. If 3 and 4 are correct you can then force a background call. Press \*03# and within 10 minutes the call should register on the Globalnet database.

### **Solutions if connection via telephone is not possible**

1. If calling the Memcom you hear constant ringing a site visit is required by the engineer to correct any local problems such as:
  - The line number could be incorrect;
  - The Memcom could be faulty or disconnected.
2. If calling the Memcom you hear
  - a network message e.g. the number called is not recognised or not available;
  - If you hear a fax machine or even a person answer. In these cases you will have to speak to your customer to resolve the problem.

### **Technical Alarms**

The Technical alarms are reported as follows on the Globalnet:-

1. Low Battery
2. Battery load test failure
3. Speaker/Microphone failure

The battery test is carried out every 30 seconds to ensure the battery is fully operational and the speaker/microphone tested every time a background call is made.

Both of these failures require a site visit by the engineer to investigate the failure, taking spares to resolve the problem.

**It is possible to program the Memcom via the phone line by following the instructions in the Memcom QuickStart Guide, Part No. 450 850.**