

A decorative graphic on the left side of the slide consisting of two overlapping parallelograms. The front one is blue and the back one is a light green color. They are positioned diagonally, with the blue one in front of the green one.

Verbatim Training

Installation & Testing



Basic set-up and testing of the Verbatim involves:

1. Program at least one phone number.
2. Program the input channels to reflect alarm conditions.
3. Record voice messages, trip delays and other programming as desired.
4. Initiate Test to ensure alarm are calling out

All programming operations must be done with the unit in the Program mode.

To put the Verbatim autodialer in Program mode, press PROGRAM. Program mode is indicated by the lighted PROGRAM LED.



Important Note about Shipping and Clearing Memory:

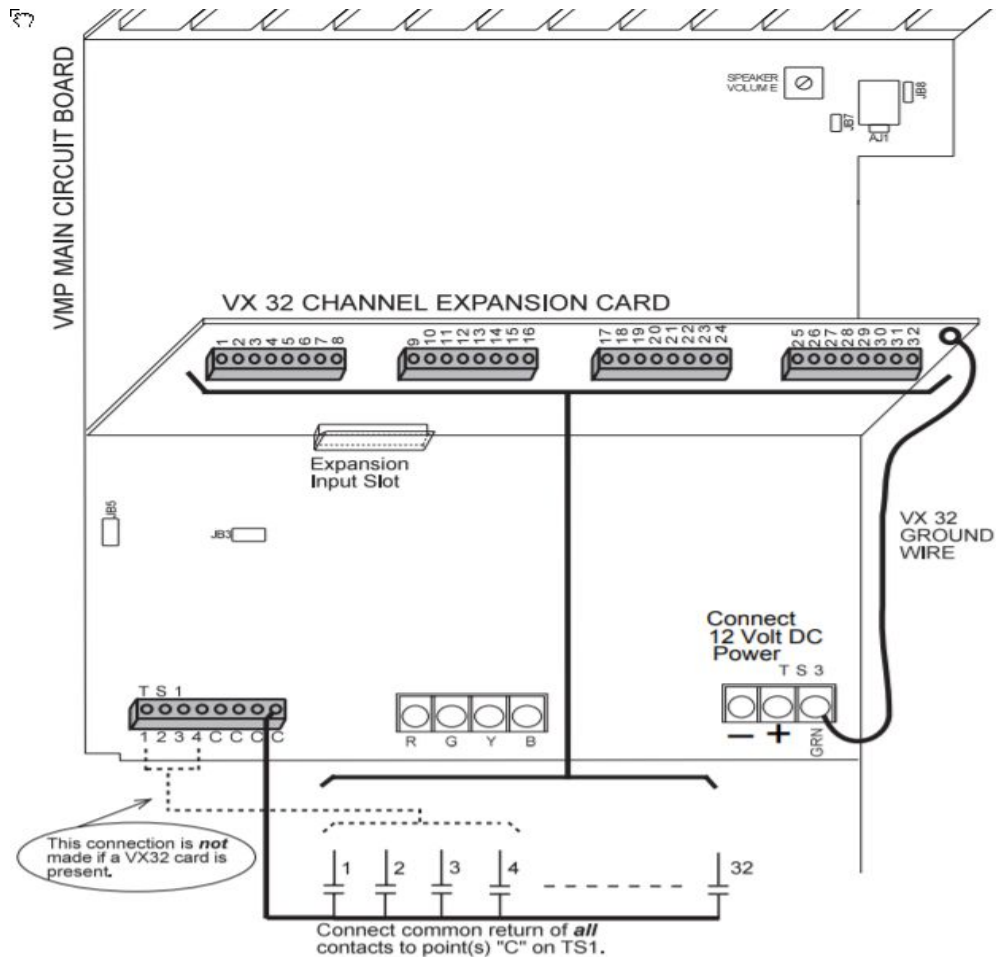
Before you begin programming the Verbatim for your monitoring application it is best to first clear the unit's memory of any old programming. This step also ensures that memory corruption, which might have occurred during shipment or due to anomalous power disturbances, will be wiped away.

Caution:

The following step erases all user programming including recorded messages so normally it is done only at initial start-up.

To clear the system memory, press: **Locate JB-3 on the Main Board.**

With the Power on short out JB-3 and hold the Short for 5 second.



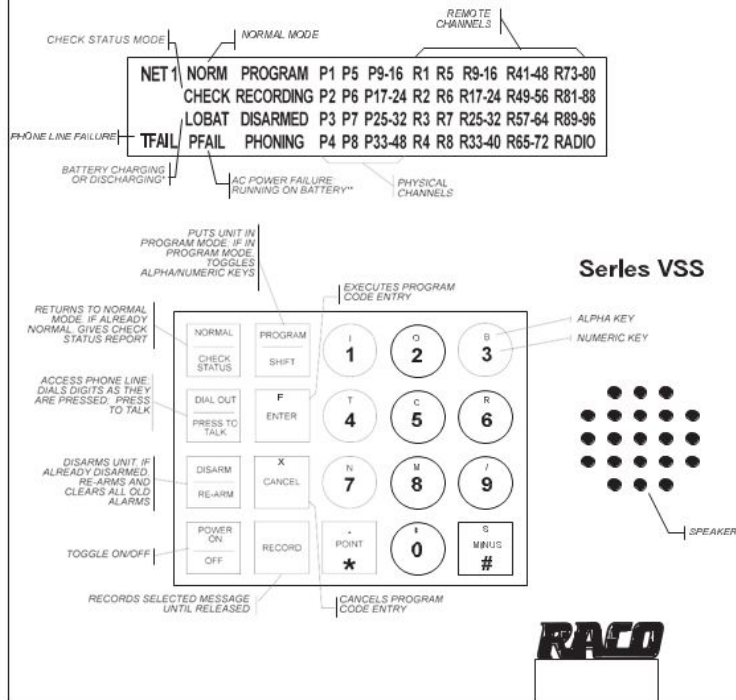
The common returns for all inputs are connected to TS1 terminals marked "C". These four "C" terminals are connected together and to electrical ground.



MICROPHONE

Verbatim™

Remote Alarm Dialing Monitor with Solid State Message Recording





Programming Phone Numbers

To program the first dial-out phone number, press:

7 01 (then the complete phone number) ENTER

For example, to program 1 (510) 658-6713 as the first phone number, press:

7 01 1 5 1 0 6 5 8 6 7 1 3 ENTER

To program a second phone number:

Use code **7 02** instead of **7 01**, progressing to a maximum of code **7 16** for the 16th phone number.

Each number may be up to 60 digits in length. Be sure to include any necessary area codes or “1” prefixes.

Press the MINUS key to add a 1 second delay to the end of the phone number dialing process. Default delay is one second.



Programming Input Channels

Your Verbatim autodialer needs to know whether its input channels are to be normally closed (**alarm on Open Circuit**), or normally open (**alarm on Closed Circuit**).

All contact inputs are initially set normally closed (i.e. they will alarm on Open Circuit). This is the default setting and, therefore, any open circuits, including any inputs left disconnected during installation, will appear as alarms until the inputs are programmed.

To automatically program the inputs: Make sure all inputs are in their normal (non-alarm) state. Then press: **5 0 0**

ENTER

To set an individual contact input for **normally closed** operation (i.e. to alarm on Open Circuit), press: **5 ZZ 1**

ENTER

To set an individual contact input channel for **normally open** operation (i.e. to alarm on Closed Circuit), press: **5 ZZ 2**

ENTER



Introduction - How to Record Your Own Voice Messages

Messages may be recorded for the Station ID and for the Alarm and Normal condition for every channel in your Verbatim autodialer.

Note: Be sure to complete the programming of the input channels as described above before recording any messages.

Record Your Messages

First, minimize any background sounds. Then proceed as follows:

Have your message Worksheet in front of you and be prepared to recite the first Alarm (fault) Condition message in a loud clear voice within about 6 to 12 inches of the microphone located at the top of the front panel.

Press: **1 ZZ ENTER**

where ZZ is the appropriate 2-digit channel number, such as 01 for channel 1. Be sure to use leading zeros, in order to keep ZZ a 2-digit entry. Use 00 for the Station ID message.



Initial Testing

Perform the following steps to ensure that your Verbatim autodialer is properly installed:

1. First, temporarily disarm the unit by pressing: DISARM/RE-ARM until the DISARM LED is flashing. This prevents the unit from dialing out.
2. Next, physically trip each sensing device in turn (manipulate float switches, relays, etc.). Verify that the corresponding input channel LED lights at the front panel, and then restore all sensors to their normal state.
3. Now press DISARM/RE-ARM. This will clear out the channel input LEDs and restore the unit to a ready condition.
4. To test the phone line connection, with the unit's phone cord plugged into its phone jack, temporarily remove the AC power cord to the unit. The PFAIL LED will illuminate.

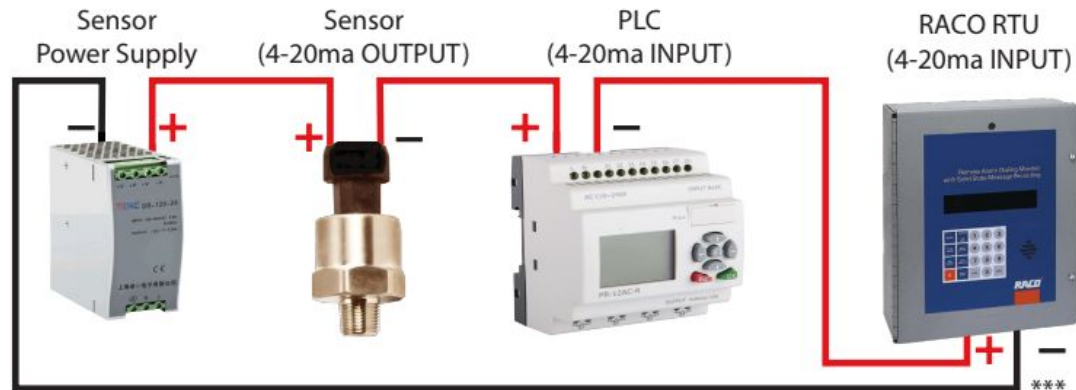
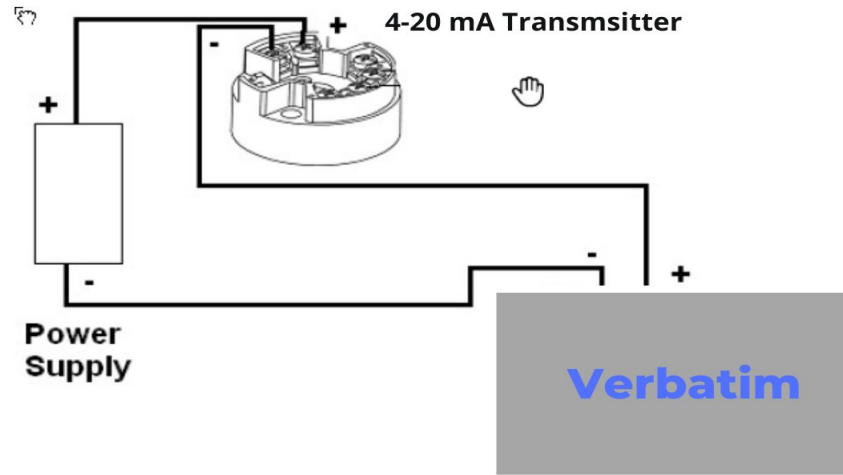
Frequently Used Codes

Description & Comments	Code	Range
Read Status of Channel ZZ	0ZZ	
Record Channel ZZ Alarm Message	1ZZ	
Record Channel ZZ Normal Message	2ZZ	
Review Normal & Alarm Message for Channel ZZ	3ZZ	
Read Alarm Criteria for Channel ZZ	5ZZ	
Set Current Input Status as Normal Condition for All Contact Input Channels	500	
Read Alarm Trip Delay for Channel ZZ	6ZZ	
Read Phone Number for Destination DN	7DN	01-16 
Set Phone Number (N) for Destination DN	7DN N	
Set Alarm Reset Time	904 V	.1-99.9 hr
Ring Answer Delay	906 N	1-20 rings
Sets Number of Message Repeats	907 N	1-20 repeats
Establish Security Access Code (N)	910 N	0-8 digits
Total Clearout - Erases all Programming	935 9	



Summary of Analog Programming Codes

Code	Description
<i>Signal Type:</i>	
5 ZZ 7 N	Select input signal type. 0 is default for 4-20 ma
<i>Scaling:</i>	
5 ZZ 1 X.XX or POINT	Low end signal value
5 ZZ 2 YYYYY.YYYY	Corresponding low end spoken value
5 ZZ 3 X.XX or POINT	High end signal value
5 ZZ 4 YYYYY.YYYY	Corresponding high end spoken value
<i>Setpoints:</i>	
5 ZZ 5 X.XX	Low alarm limit setpoint
5 ZZ 6 X.XX	High alarm limit setpoint
5 ZZ 5(6) -0	Disable low (high) setpoint
<i>Disable Channel:</i>	
5 ZZ 0	Turn off (disable) channel ZZ





Verbatim Troubleshooting Guide



Troubleshooting Process for Customer Support

Step 1: Gather Initial Information

When a customer calls, **start by asking for their serial number**. This provides key details about:

- **Configuration** – Helps determine the specific setup of their unit.
- **Age of the Unit** – Knowing if it's a **new** or **older** model can impact troubleshooting steps.

Once you have this information, proceed to identify the issue.



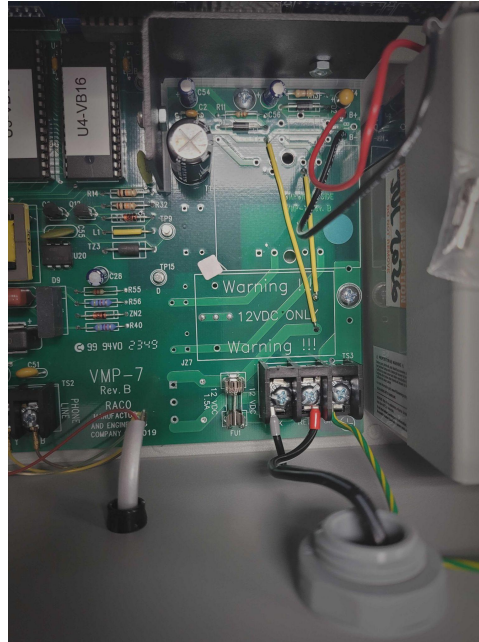
Top 10 Common Issues

(In no particular order)

- 1. No Power**
- 2. Device is Locked Up (Buttons Unresponsive)**
- 3. Not Going into Alarm**
- 4. Unable to Make or Receive Calls**
- 5. Cannot Acknowledge an Alarm**
- 6. Not Calling out on Power Failure**
- 7. Other Intermittent Problems**
- 8. Analog Channels not Reading properly**

No Power

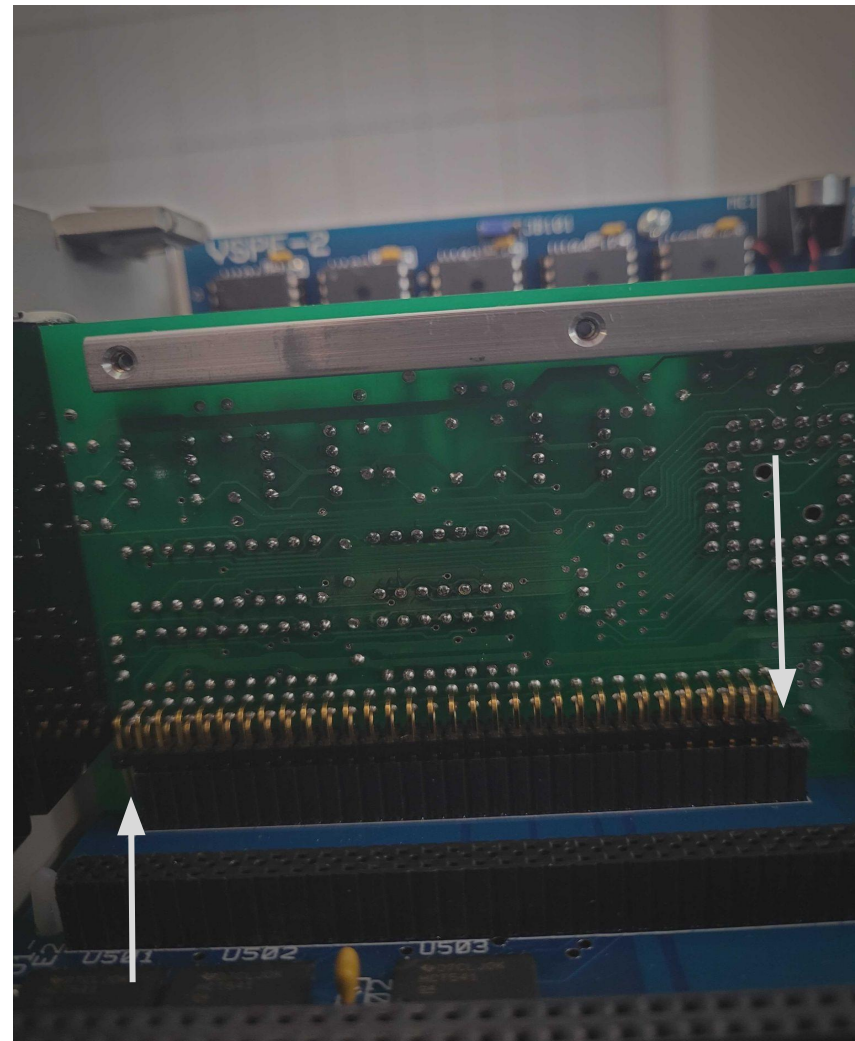
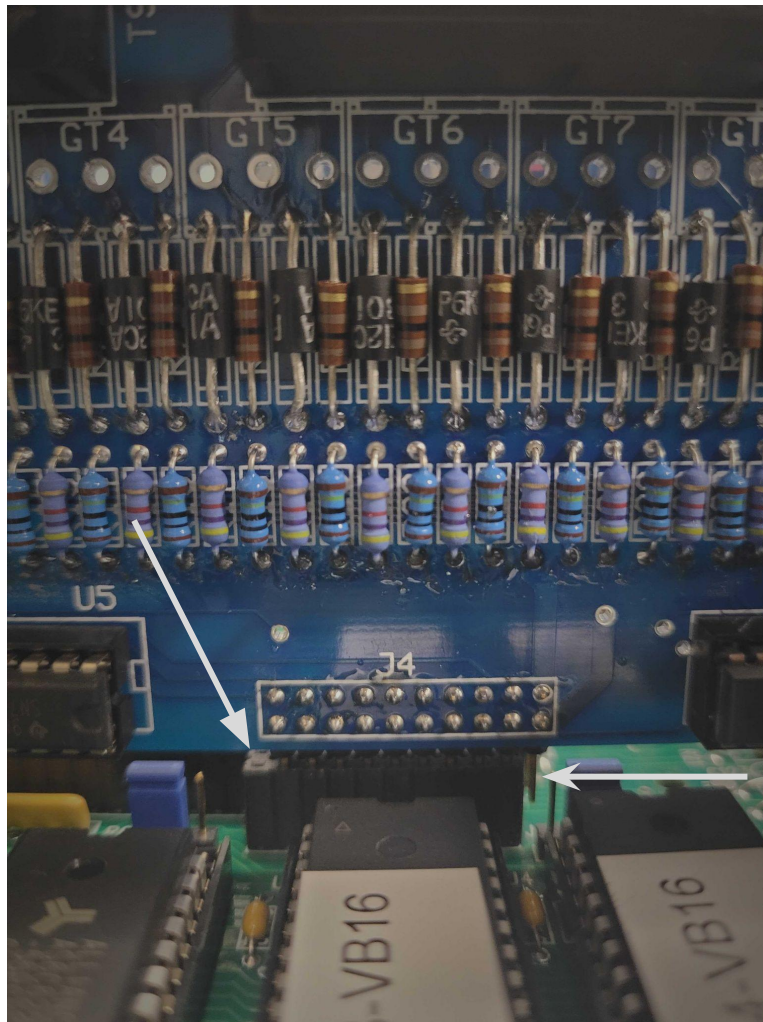
- Check Input power for 12 Volt DC
- Note Polarity Negative to the Left Positive to the Right
- Check Fuse





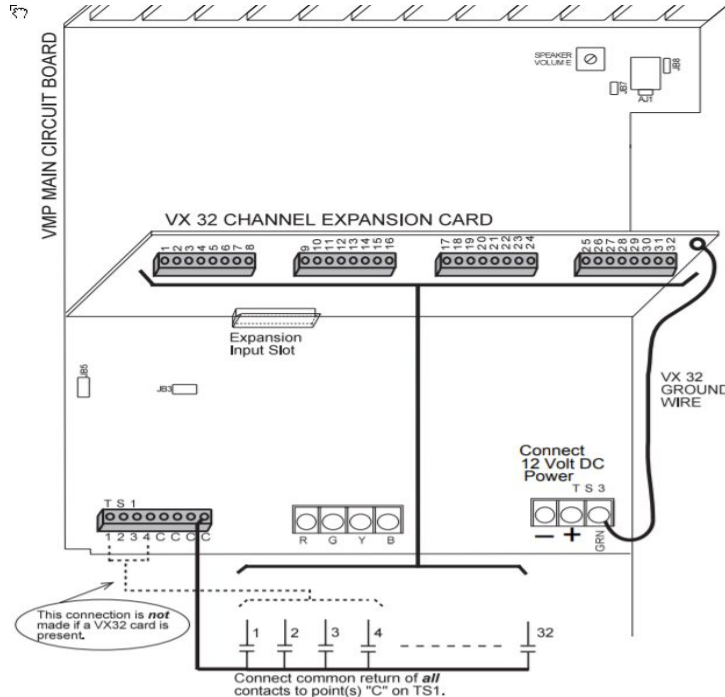
Locked Up

- System Lock up (Not Booting up)
 - Keypad Lock up
 - Lithium battery over 3 VDC
 - Replace lithium battery and JB-3 Factory default reset.
 - Lithium battery is only good for 10 years with the power on
-
- Verbatim Options and Configuration.
 - Expansion Card not plugged in properly.
 - Analog Card not plugged in properly.



Not Going into Alarm

- Check Configuration [Expansion Card]
- Check Alarm Condition For those Channels
- Check Voltages on the Channel [5 Volts DC open] [0 Volts DC closed]



The common returns for all inputs are connected to TS1 terminals marked "C". These four "C" terminals are connected together and to electrical ground.

Not Calling out on Alarm / Not picking up when calling in.

- Make sure the phone line is Analog.
- Press Dial - out button. Should hear a Dial tone.
- Check 50 Volt DC on the phone line.
- Disconnect Verbatim and Test the phone line with a Hand Held phone.

- Make sure K1 Relay is install and indent is pointed



- [TEST RING DETECT] Disconnect Verbatim and connect Hand-held phone to phone line and call in to see if the phone rings.



Unable to knowledge Alarm Calls

1. Verify Dialing Mode

- Ensure the **Verbatim** is set to **touch-tone dialing** (DTMF).

2. Identify the Type of Phone Being Used

- **Landline Users:**
 - Confirm it is a **POTS (Plain Old Telephone Service) analog line** and **not** VOIP or fiber optics, as these may cause compatibility issues.
- **Cell Phone Users:**
 - Ask the caller to **press the "9" key multiple times** after the warble tone.
 - Cell phone acknowledgment may vary depending on signal strength and carrier handling of DTMF tones.

3. Advanced Troubleshooting Steps

- Call into the dialer and press **"1" after the warble tone** to check if it enters program mode.
- Test the tone detection chip by pressing **keys 1, 2, and 3**, ensuring the unit recognizes the tones correctly.

Power Failure Alarm not working

- Check 6 Volt Battery backup under a Load



- Check Verbatim Charging Circuit [6.7 Volts DC]



Other Intermittent Problems

- Disarming itself
- Calling out with False Alarms
- Resetting / White Noise
- Garbled Speech
- Gateway only 493*2 will toggle Net 2

Replace Lithium battery & JB-3 Factory Default Reset.

