

Master 200Plus - Wardens Call System Operators Manual

Bell System (Telephones) Ltd

Presley Way, Crownhill, Milton Keynes, MK8 0ET.

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Diagram 1 - The M200+ Room Unit

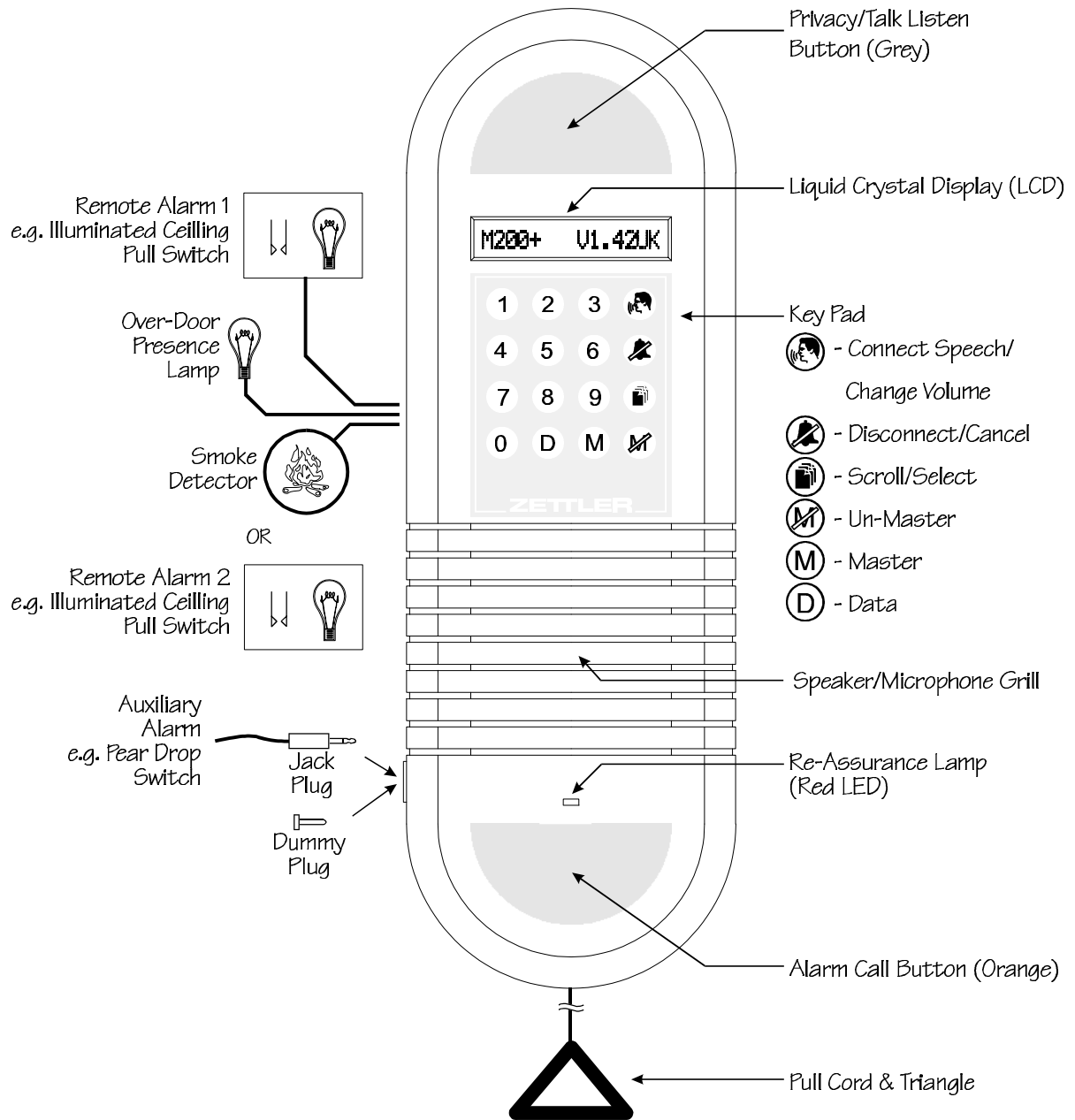
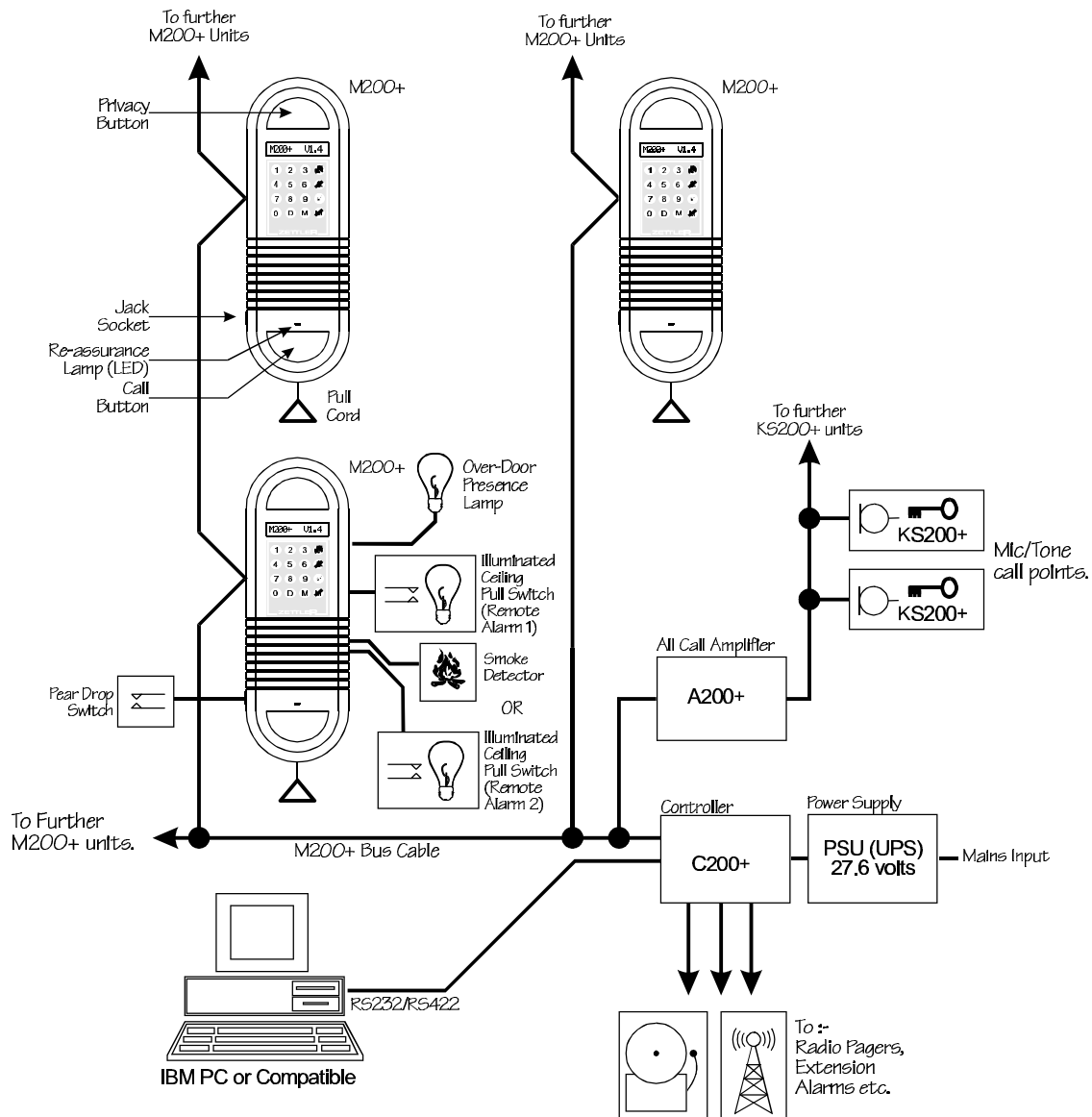


Diagram 2 - System Overview



Master 200Plus System Overview

The Master 200Plus (M200+) system is an emergency alarm and communication system intended for sheltered housing and nursing homes. The system consists of up to 250 identical M200+ Room Units positioned in each dwelling, in communal rooms and in staff flats and offices.

M200+ Room Unit

Each M200+ room unit serves as a call-point from which the residents may make an alarm call, using the integral call-button, pull-cord or other external alarm switch/ device (see M200+ accessories listed below).

In addition each Room Unit has a keypad and display for use by the Warden or Nursing staff; Any unit may therefore be used to monitor alarm calls, to establish speech communication with the residents and to perform various other control functions.

The Room Unit can be programmed to display messages in many languages, these include English, German, French, Dutch, Spanish, Swedish and Italian.

M200+ Accessories

Ceiling Pull Switch (Illuminated): One or more of these remote switches may be connected to the Room Unit to enable an alarm call to be made from various positions within a flat. The optional illumination is provided to reassure the resident that the call has been registered by the system.

Jack-Socket: This enables a pear-drop switch or similar device to be plugged into the side of the M200+ room unit. This may be removed when not required either by replacing it with the dummy plug (supplied) or by disabling the feature by programming.

Smoke Detector: A suitable smoke detector may be connected to the 'Smoke Detector' input of the room unit. A high priority alarm call is generated if the smoke detector is triggered.

Remote Alarm 2: One or more of these remote switches may be connected to the Room Unit to enable an alarm call to be made from various positions within a flat. The optional illumination is provided to reassure the resident that the call has been registered by the system. This type of alarm is only available if the smoke detector is not needed.

Presence Lamp: This lamp is normally fitted outside the room, above the door and signals the presence of a member of staff in that room.

C200+ Controller

In each M200+ system a single C200+ controller is required to co-ordinate the operation of the M200+ room units and other equipment. This would normally be located in the electrical cupboard.

C200+ Accessories

Extension Alarms/Pagers: Any device such as an audible alarm or flashing lamp or radio pager transmitter, which can alert the staff when an alarm call has been made, may be directly connected to the C200+ controller. Each of the 3 Alarm outputs may be programmed to operate upon any permutation of alarm types (e.g. All alarm types; Fire alarm only).

Personal Computer: During installation, the controller may be connected to an IBM or compatible PC (desktop or laptop) via an RS232 or RS422 cable, in order to program the system with several custom parameters (e.g. the list of valid flat numbers).

GroupMaster 200+ Software: This is a Microsoft® Windows® software package designed to be used with a PC. The GroupMaster 200+ software enables several extra features that include;

- The ability to group individual systems to form one or more larger systems.
- The display of all system activities (on the screen) including alarm calls, Master and Monitor stations.
- Activation of intelligent radio pagers with appropriate messages.
- The logging of all system activities either to a printer or to a computer file.

For further information refer to the GroupMaster 200+ operators manual.

Other Peripherals

AllCall Amplifier: The AllCall Amplifier (A200+) is used to generate an emergency alarm tone in all M200+ Room Units simultaneously (e.g. to evacuate the building) or to make a general announcement. One or more KS200+ unit are required. The KS200+ unit contains a microphone and tone generator, either of which may be activated by a keyswitch.

D200+ Auto-Dialer: The D200+ communicator in conjunction with the Scantronic Homelink Extra is designed to interface a M200+ Wardens Call System to an off-site central monitoring station via the public telephone network (PSTN). When active all alarm calls are routed to the central monitoring station, where staff can converse with the resident and determine the necessary course of action. For further information see the D200+ Auto-Dialler Installation/Operators Manual.

Door Entry Panel: The Door Entry Panel provides a means of connecting a door entrance panel (at the building entrance) to an M200+ Warden Call System. For further information see the DEP200+ Door Panel Installation Manual.

GPI200+: The GPI200+ General Purpose Interface provides an economic means of connecting upto eight pull-cord switches or other devices onto an M200+ Wardens Call System, in situations where speech communication is not required, e.g bathrooms. For further information see the GPI200+ Installation/Operators Manual.

Power Supplies

The M200+ system power supply should be an uninterruptable power supply (UPS); that is, if the mains power fails the unit should continue to work on internal batteries.

Resident Mode

Normally the M200+ room unit is said to be in 'RESIDENT MODE'. In this mode the keypad is disabled so that the resident need only use the CALL button, PULL-CORD, any remote switches or the PRIVACY button.

Privacy Button

The M200+ room unit display in 'RESIDENT MODE' has only 2 conditions; blank or the following message:

PRIVATE

This message may be toggled on or off by pressing the PRIVACY button (The grey button at the top of the unit).

When the display shows '**PRIVATE**' the resident cannot be listened in to unless they have made an alarm call. If the privacy button is pressed during speech the effect is only temporary, returning to the previous setting when speech is finished.

The privacy button has several programmable options;

- i. 'Permanently On' (the privacy button has no effect except during speech)
- ii. 'Permanently Off' (the privacy button has no effect)
- iii. Default to on. The unit will start in the 'Privacy On' state, (display '**PRIVATE**') in the event of a restart or power failure.
- iv. Default to off. The unit will start in the 'Privacy Off' state, (display blank) in the event of a restart or power failure.

Refer to the Installation Manual for details on programming the privacy options.

Making an Emergency Call (Alarm)

An alarm call may be initiated at each M200+ room unit by one of the following methods:-

- a) Operation of the **Call Button** (Orange button at the bottom of the unit).
- b) Operation of the **Pull-Cord** at the bottom of the M200+ unit (if fitted).
- d) Operation of the **Remote Switch** e.g. Illuminated ceiling pull switch.
- e) Activation of the **Smoke Detector**.
- c) Operation of the '**Pear-drop switch**' or other device which is plugged into the jack-socket (or by inadvertent removal of the jack plug)

In each case the M200+ room unit will illuminate the **Re-Assurance Lamp (Red LED)** and **illuminated ceiling pull-switches** (if present).

The staff are alerted to alarms by:-

- a) Any room unit enabled as a Master/Monitor sounding an alarm tone, (provided the unit is programmed to do so).
- b) Extension alarms, such as an audible alarm or flashing lamp (if present).
- c) A radio pager (if available).

A variety of alarm tone sounds may be programmed for each alarm type, e.g. the fire alarm could be set to a continuous tone and the pull cord set to an intermittent warble. Refer to the Installation Manual for full details of how to set the alarm tones.

Operator Mode

Master and Monitor Mode

A system operator can place any room unit in Master or Monitor mode, in order to receive and/or initiate an alarm call. In both modes the LCD display becomes active and will display details of received alarm calls.

Master mode In Master mode the operator is able to answer alarm calls and to initiate calls, by using the keypad. In order to prevent conflicting commands from several operators, only one room unit at a time can be in Master mode.

Monitor mode In most cases Master and Monitor mode are indistinguishable to the operator. Whenever keypad commands are made on a Monitor mode room unit, the system will automatically upgrade the room unit to Master mode in order to carry out the command. Only if the current Master is in use at the time (ie locked) will this action be inhibited. A Master becomes locked, whenever speech is in progress and also for a short period of time immediately after the unit was made a Master.

There is no limit to the number of Monitor units on a system, however, a maximum of 4 (including the Master unit) can sound an alarm tone simultaneously, fitting an A200+ (AllCall Amplifier) avoids this limit (see installation manual).

In Master and Monitor mode the over-door presence lamp (if fitted) will be illuminated.

Gaining Access to Master or Monitor Mode

In order to gain access to operator functions the operator must make use of one of the M200+ units and enable it as a Master or Monitor. This can be accomplished by pressing the **(M)** key and then, if required, typing an access code (this can be 1 to 4 digits). The access code may be changed as required (refer to the Installation Manual)

Proceed as follows:-

Press **M**

Display

ENTER CODE _____



Type **1** **2** **3** **4**
(or other access code)

Display

ENTER CODE *____

ENTER CODE **__

ENTER CODE ***_



Waiting for response

Display (momentarily)

>





If no other station is a Master

Display for 2 seconds

MASTER

(Indicates Master access granted)

Or there is currently a Master station.

Display for 2 seconds

MASTER AT 12A

(Indicates Master access not granted; Unit in Monitor mode)




Display

NO CALLS

(Message may vary with circumstances)


See also Diagram 3 - Gaining Access to Master or Monitor Mode.

Converting a Monitor Station into a Master Station

If the operator requires Master status the  key may be pressed, in order to take control. The system will then make this unit the new Master providing the current Master station is *unlocked*; A locked Master station is one which is either engaged in speech or has recently been made a Master, (duration is programmable). A Monitor station with a locked Master will display

MASTER AT 12A

12A is the current locked Master station.

Pressing other function keys such as  (connect Speech) will automatically make a unit a Master (unless the current Master is locked) in order to carry out that function.

Other Monitor Mode Messages

If an attempt is made to become a Master when either the AllCall amplifier or the central monitoring station is in use one of the following messages will be seen.

ALL CALL ACTIVE


AllCall Amplifier in use

CENTRAL ACTIVE

System switched to central monitoring station.

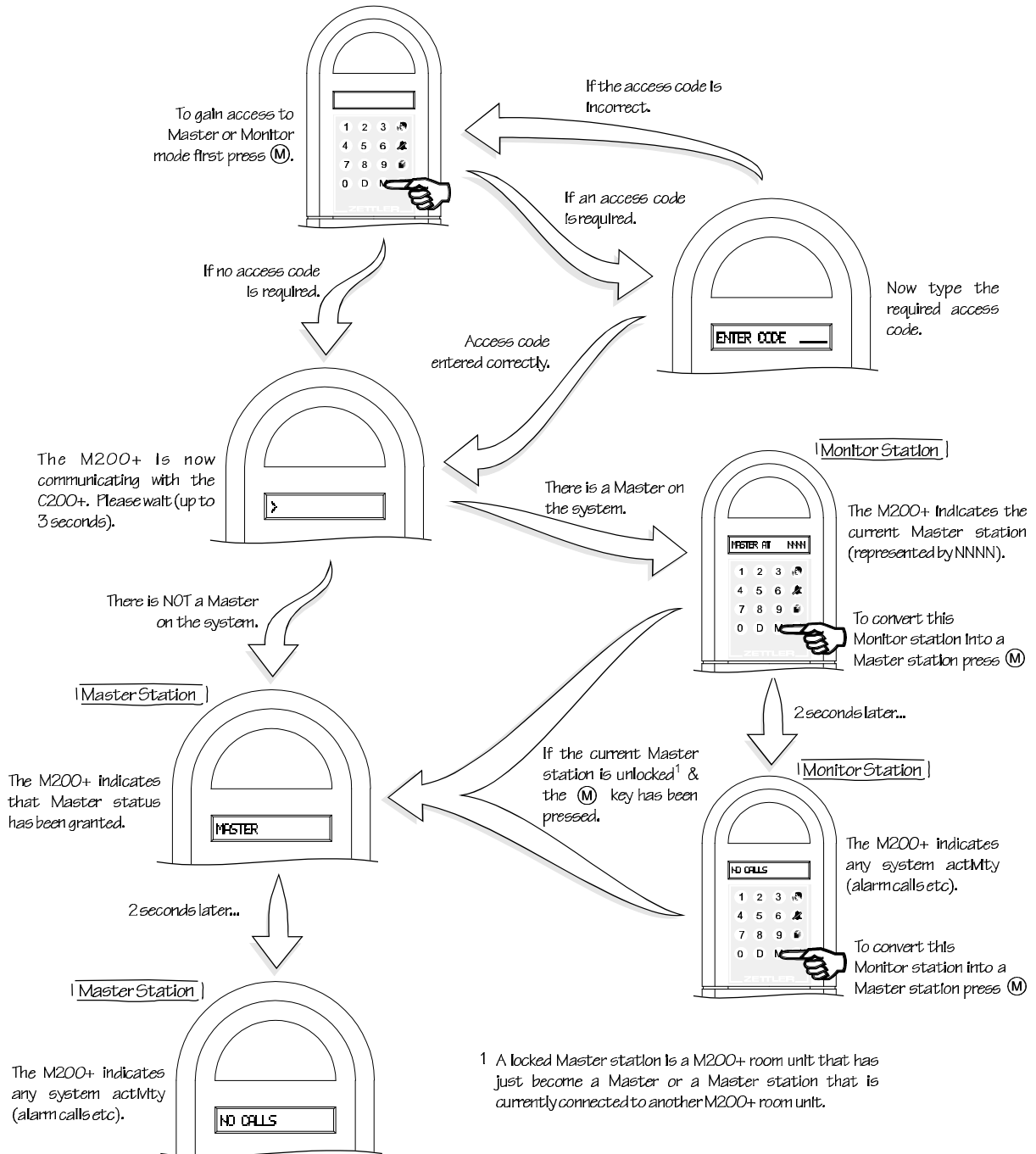
When these devices are in use it is not possible to make a unit a Master station without first disabling them.

Un-Mastering/Un-Monitoring a Unit

It is important that when a unit is no longer required as a Master or Monitor it be returned to '**RESIDENT MODE**' (Otherwise it may be impossible for the resident to make an alarm call); this is done by pressing the  key.

It is also possible for a room unit to be programmed to remain in Master/Monitor mode for a limited time period. Refer to the Installation Manual for details.

Diagram 3 - Gaining Access to Master or Monitor Mode



Receiving Alarm Calls

Any M200+ room unit enabled as a Master or Monitor station will always display system activity such as pending alarm calls. Refer to Diagram 4 - Handling a Typical Alarm.

No Activity

If there is currently no activity on the system the display will show:

NO CALLS

Alarm Calls Messages

If there is an alarm call the Master station and Monitor stations will display the flat number as well as the Alarm type as follows:

ALARM 2020 - Call button or pull cord alarm at flat 2020.

ALARM REM. 12A - Remote switch (ceiling pull switch) alarm at flat 12A.

ALARM AUX. 101 - Auxiliary switch (Jack socket) e.g. 'Pear Drop Switch' alarm at flat 101.

ALARM BED. 157 - Remote switch alarm in the bedroom of flat 157.

ALARM REM2. 46 - Remote switch 2 alarm at flat 46.

- | | |
|-------------|-----|
| ALARM BATH. | 57B |
|-------------|-----|

 - Remote switch alarm in the bathroom of flat 57B.


- | | |
|------------|----|
| FIRE ALARM | 10 |
|------------|----|

 - Smoke detector alarm at flat 10.

- | | |
|---------|----|
| HELP AT | G2 |
|---------|----|

 - Call for assistance alarm at flat G2.

Establishing Speech With a Calling Unit

To enable speech with the displayed room unit number, press the  button on the keypad. The operator may then speak with the resident by pressing and holding the 'Privacy button' (grey button at top of the unit) and listen by releasing the button.

During speech one of the following display messages will be seen:

SPEECH LO	12A
-----------	-----


Speech with flat 12A; Volume low.

SPEECH HI	12A
-----------	-----

Speech with flat 12A: Volume high.


If there are additional alarm calls waiting to be dealt with the flat number and re-assurance lamp (red LED) will flash.


Volume Adjustment During Speech

When a resident makes an alarm call he or she may be positioned close to the room unit or a distance away. To allow for this, the M200+ system has a High and Low volume level for received speech. The operator may change the volume level during speech by alternately pressing the  button. The initial volume level may be preset for each alarm type (refer to the Installation manual).


The Master unit microphone is always set at low volume because the operator will always be close to the unit.


cancelling an Alarm Call Following Speech (Master Cancel)

To finish with the call the operator must press the  button. In some systems this would be sufficient to cancel the alarm call, however if the controller has been programmed to 'LOCAL CANCEL' mode (refer to the Installation Manual) the alarm call will re-generate after a pre-programmed time period (0 - 20 minutes); in this case it is necessary to visit the room unit and cancel the alarm call 'at source' see 'Local Cancel' below.

The  button will only be effective whilst in speech mode; it is not possible to cancel an alarm without first connecting the alarm. This feature helps to prevent inadvertent cancellation due to operator error.

cancelling an Alarm Call from the Calling Unit (Local Cancel)

To cancel an alarm call at the residents unit the operator should press the  button and then, if required, type the access code.

Alternatively press the  button and then, if required, type the access code (this will cancel the alarm and then put the unit into Master/Monitor mode).

In both cases the display will momentarily show:

ALARM CANCEL


Automatic Cancellation During Speech

Should the operator forget to cancel the call and leave the Master unattended in speech mode, speech will automatically time-out after a pre-programmed time period (if there have been no operations of the talk/listen button). This is designed to prevent the blocking of other alarm calls due to operator error. This time period is a programmable function; refer to the Installation manual for details.


Following this time-out, the system will (depending on programming):

- ! Cancel the call **or**
- ! Automatically and immediately reinstate the alarm **or**
- ! If the C200+ is programmed to 'LOCAL CANCEL' mode (see above) the alarm will regenerate after a predetermined time period.

Multiple Alarm Calls

When several alarm calls are active at the same time, the C200+ will hold these in an internal Queue (up to 4 calls) in the order of priority then origination. The Master unit will indicate the presence of more than one call by flashing both the flat number and the reassurance lamp (red LED). The operator may view each of the calls in turn by pressing the  button, and then speak to the stations in any desired order.

Jack Socket/'Pear Drop' Switch Removal

In order to remove the 'pear drop' switch without generating an alarm it is first necessary to make the M200+ room unit into a Master or Monitor station, the 'pear drop' switch can then be removed and the dummy plug fitted in its place. The unit should then be returned to 'Resident Mode' by pressing the  key.

Alarm Priority

Each alarm type (Alarm button, Pull-cord etc) can be programmed to a low priority or a high priority; A high priority call will always move above a low priority alarm in the alarm queue. Refer to the Installation Manual for programming of this option.

Note. Smoke detector and 'call for assistance' alarms have a fixed very high priority, These alarms have priority over all other calls and will immediately appear on the Master display (disconnecting speech if it was in progress).

Smoke Detector (Fire) Alarms

The '**Fire**' alarm is generated by a smoke detector, it is therefore not possible to cancel a '**Fire**' alarm call from the Master station without first visiting the flat and resetting the smoke detector. Cancelling a '**Fire**' alarm for the Master station will, however, temporarily place the room unit into 'sleep mode' the alarm call that will then re-generate after a pre-programmed time period (0 - 20 minutes).

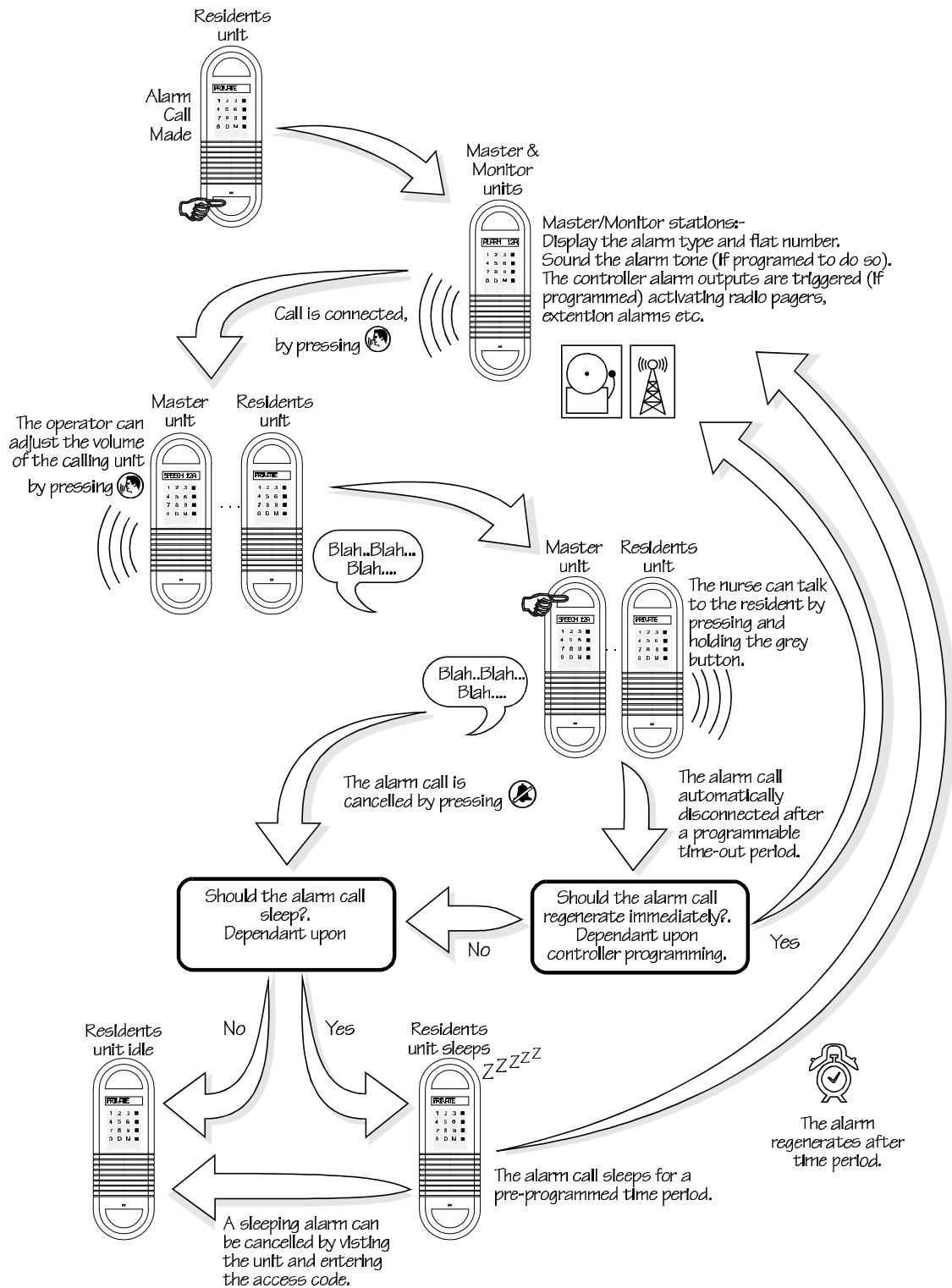
Call For Assistance

This facility is provided specifically for Nursing homes to enable staff to make an urgent alarm call for assistance. To activate this call it is necessary to put the unit into Master or Monitor mode and then press call button or pull the pull cord. The alarm switches that trigger the '**Call for Assistance**' are dependant on programming - refer to the Installation Manual.

During a '**Call for Assistance**' the reassurance lamp (red LED) and reassurance lamp of the calling unit will flash.

To cancel a '**Call for Assistance**' the operator must activate one of the switches for a second time.


Diagram 4 - Handling a Typical Alarm



Calling a Room Unit

Calling Up a Room Unit (Numeric Flat Number)

The operator may establish communication from a Master unit with any M200+ room unit, even though it has not made an alarm call. The operator must type the flat number

(up to 4 digits) followed by the  button.

e.g To connect to flat 1759

Type    

Display

1759



Press 

Display (momentarily)


>



Display

SPEECH LO 1759

Calling Up a Room Unit (Alpha Numeric Flat Number)

If there is only one M200+ unit on the system with the same number (e.g. 11A, 12A, 13A). The operator must type the numeric part of the flat number followed by the  button.

e.g To connect to flat 12A

Type  

Display

12



Press 

Display (momentarily)



>



Display

SPEECH LO 12A

Calling Up a Room Units with the Same Number

If there are more than one M200+ units on the system with the same number (e.g. 12 and 12A) the operator must use the  button to select the correct M200+ then press  to connect to that unit.

e.g To connect to flat 12B on a system that includes flats 12, 12A, 12B and 12C

Type  

Display

12



Press 

Display (momentarily)

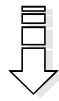
>




Display

SCROLL OR 12

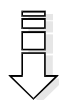





Press 

Display

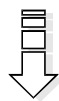
SCROLL OR 12A



Press 

Display

SCROLL OR 12B




Press 

Display

SPEECH LO 12B

Note. To dial M200+ unit with no number (e.g **HALL**) dial 0.

Speech Operation

Operation is the same as for an alarm call except that pressing  will always clear the call (as there has been no alarm).

Annunciation Tone

Whenever the operator makes a call thru to a room unit both the Master unit and the unit being called will sound a brief tone. This annunciation tone can be disabled by programming refer to the installation manual.

Privacy Operation

During an operator connected call the following display message may be seen:

PRIVATE	12A
---------	-----

This indicates that the unit being called has the privacy function activated. The operator may talk but cannot hear until the resident presses the privacy button.

Invalid Flat Number


If the operator attempts to call a non-existent flat number one of the following messages will appear:

UNAVAILABLE

Flat number not recognised by the system.

UNAVAILABLE 12A

Flat number not available, (Room unit may be disconnected).

This message may be cancelled with the  or will time-out automatically.

Self-Diagnostic Messages

Power-up/Reset Message

When power is first applied to the M200+ room unit the following display message appears for 2 seconds.

M200+ V1.42UK

(Indicating software version)

The message will also appear when returning the program slide switch to normal ('N') and after system test, (refer to the installation manual).

If the message appears under any other circumstances it is an indication of power supply problems or other system faults, call an engineer.

Fault Codes

The M200+ room unit constantly monitors the system and displays any permanent faults which would prevent normal operation.

e.g.

FAULT 1

Call an engineer if this or similar message is seen.



Products comply with EMC directive 89/336/EEC

Standards

Emissions: Generic BSEN50081-1

Immunity: Generic BSEN50082-1 (IEC801-2, IEC801-6)

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