

Manual Octalarm-Touch Pro



Please consider the environment before printing

Version 01-2023

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1. Introduction

1.1. Safety rules and advice to regularly test alarms

To use the Octalarm-Touch Pro properly, please read and follow these safety rules:

- mount the device on a solid panel or wall;
- the Octalarm-Touch Pro must be mounted below 2 meter height;
- protect the Octalarm-Touch Pro against a surge by using a grounded power connection;
- do not use an outdoor ethernet connection directly, instead use a surge protected switch or router;
- use the Octalarm-Touch Pro in an indoor setting, the device needs to be protected from direct weather exposure;
- the device operates at temperatures between 0°C and +50°C. Using the Octalarm-Touch Pro outside this temperature range may damage the system;
- this equipment is not suitable for use in locations where children are likely to be present;
- the recycling and/or disposal will have to be done by following the guidelines stated in this manual.

Battery handling guide

- Only use the battery for the Octalarm-Touch Pro (S-Batt-6.4V) supplied by Adésys. This battery has been developed by Adésys and has been fully tested. Only this type of battery is suitable for the Octalarm-Touch Pro. The use of an incorrect type of battery could cause an explosion.
- Do not expose battery to temperature over +85°C or an open flame.
- Do not damage the Octalarm-Touch Pro battery. Do not damage the unit by dropping, deforming, impacting, cutting or penetrating with a sharp object.
- Do not charge or discharge damaged battery.
- Keep the battery away from direct contact with liquids. Do not use if battery is wet or moist is visible;.
- The recycling and/or disposal will have to be done by following the guidelines stated in this quickstart.



1.2. Alarm safely

We advise you to obtain a safe and reliable alarm

- to enter multiple contacts of persons and to make them part of the alarm handling;
- using multiple alarm methods, such as speech and app, together;
- tick critical alarms as such, so that they are ALWAYS logged out. This gives the app a higher attention value, *see chapter "6.1.1. Alarm settings (left side)";*
- to increase the number of repetitions after acceptance *see chapter "6.1.1. Alarm settings (left side)";*
- adjust the default setting 'Waiting time between repetitions' (default at 30 minutes) to the urgency of the alarm (for example 10 minutes) *see chapter "6.1.1. Alarm settings (left side)";*
- work with short alarm delays (default 'Delay before active' at 5 seconds and 'Delay after recovery' at 2 seconds) *see chapter "6.1.1. Alarm settings (left side)".*

Periodic testing of alarms

Octalarm-Touch Pro has been developed and manufactured with great care. However, given the importance of good alarms, it is recommended that you test the alarms regularly (e.g. once a week). This will not only test the proper operation of the Octalarm-Touch Pro, but also the telephone connections. An example of a good test is to briefly remove the mains plug, which will cause a power failure to be called out. See also chapter "5.1. Adding and editing contacts" under Contacts for more test options.

1.3. Maintenance

For an optimal use of the Octalarm-Touch Pro the following maintenance rules must be applied:

- change the battery every 2 years *see chapter "3.3. Battery";*
- keep the screen clean of grease, water and dust;
- the calculated lifespan is 10.64 years. Replace the Octalarm-Touch Pro after this period has elapsed.

1.4. Storage and transport

- Store and transport the product on a flat surface.
- There must be no flammable or explosive materials nearby.
- The temperature must be within the 0°C and +85°C range.
- Do not store this product in a place exposed to direct sunlight.
- If the Octalarm-Touch Pro is not connected for more than a year, the internal clock will lose its correct time/date.
- To preserve the battery life, it is not advisable to leave the Octalarm-Touch Pro disconnected from the mains for more than a year.

1.5. Malfunctions and repairs

When a fault has occurred please contact Adésys service helpdesk. By opening the Octalarm-Touch Pro the warranty is void. Repairing the Octalarm-Touch Pro is only allowed by Adésys appointed experts.



1.6. Recycling and disposal

The Octalarm-Touch Pro is an electronic device. Electronic devices should not be mixed with general household waste. For disposal of your Octalarm-Touch Pro, please contact your installer or Adésys.



When batteries are at their end-of-life they should be disposed separately from general household waste. Correctly dispose of batteries at your local waste collection point or recycling centre. Throwing the empty battery in a fire or hot oven may cause an explosion. Cutting or crushing a battery may also cause an explosion.

1.7. Warranty and liability

Every Octalarm-Touch Pro undergoes a series of extensive tests at Adésys prior to dispatch. Adésys also gives a two year guarantee. The guarantee becomes invalid if:

- the defect is caused by gross negligence or incompetent installation;
- the appliance has been repaired and/or altered without Adésys' permission;
- it is established that the serial number has been removed or damaged.

Adésys accepts no liability whatsoever for consequential damage caused by incompetent use of and/or malfunctions in the Octalarm-Touch Pro.

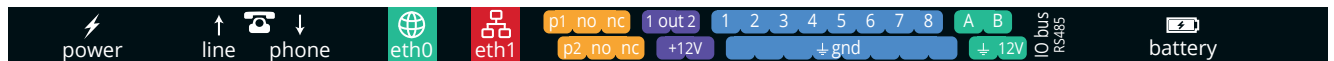
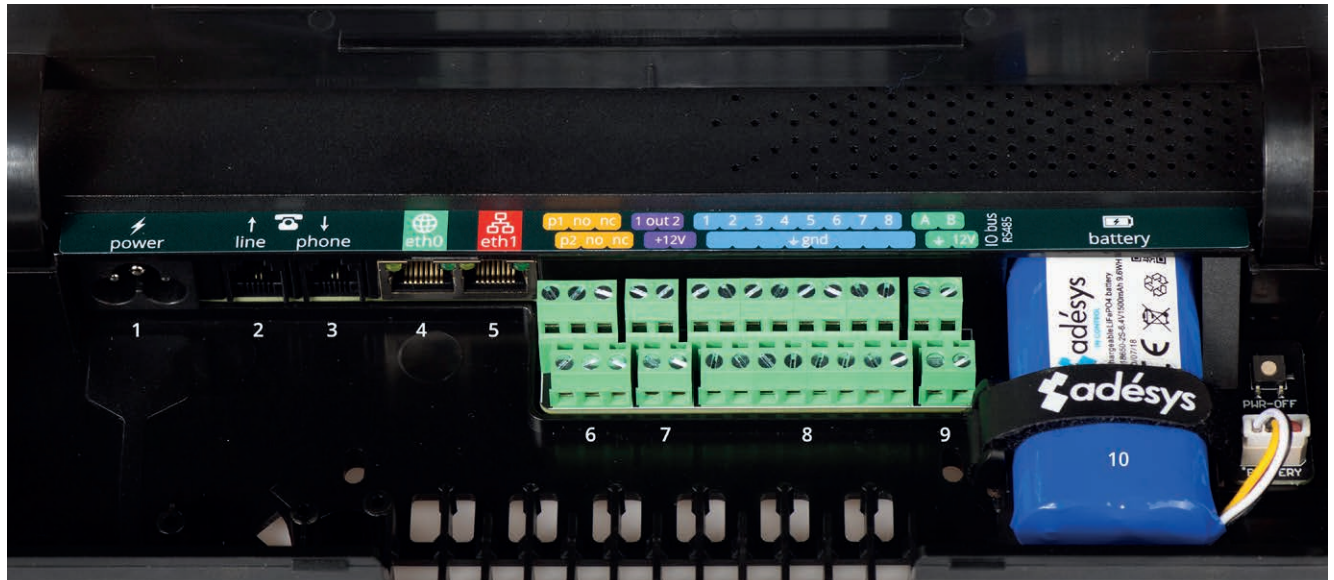
2. Installation

2.1. Mounting the Octalarm-Touch Pro

Before connecting the Octalarm-Touch Pro, the unit needs to be mounted on a wall or solid object. The Octalarm-Touch Pro can be mounted by first placing screws in the wall before sliding the mounting holes on the device over them. The screws must be capable of supporting at least 1360 grams.

2.2. Connecting the Octalarm-Touch Pro

To connect the Octalarm-Touch Pro, the cables must be connected to the correct connection. These connections can be recognized and distinguished by the connection sticker.





Connector description

1	Primary power (C5 connector)	
2	PSTN line in (RJ11)	
3	PSTN phone (RJ11)	
4	Ethernet RJ45	
5	Ethernet RJ45	
6	Relay contacts	
7	Open-drain outputs	
8	Inputs	
9	RS485 data connection	
10	Connector for battery	

3. More system information

3.1. Screen

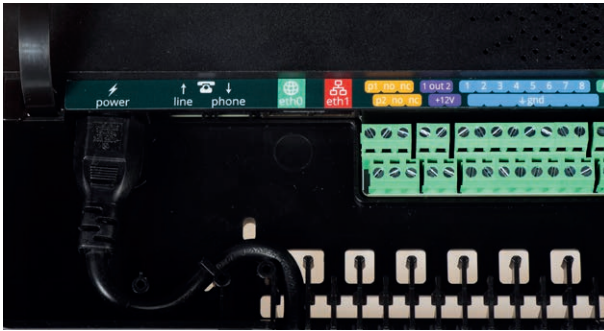


Screen pictograms		
1	RFID reader	
2	Brand logo	

The screen is made of glass with a touchscreen in the middle as seen in the picture above. Do not use hard objects on the touchscreen as these will leave scratch marks and potentially cause it to become inoperable.

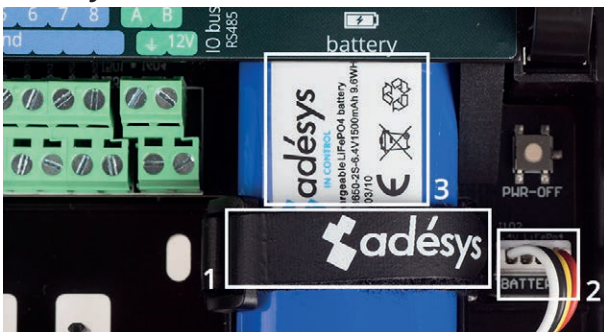
To use RFID, place an RFID tag within 10 mm of the RFID reader location.

3.2. Power



Placing the power cable in the S-shaped holder creates a strain relief. When replacing or using a power supply cord not included by Adesys the power supply cord must comply with IEC 60227-1.

3.3. Battery



Battery compartment	
1	Velcro fastener
2	Battery connector location
3	Battery label



Battery label (Europe)

The rechargeable LiFePO4 battery (LFR18650-2S | 6.4V/1500mAh | 9.6WH) delivered with the Octalarm-Touch Pro has a life span of 2 years.

Maximum battery age reached

The dialler indicates when the battery needs replacing with the message 'Maximum battery age reached'. Changing the battery can be done very easily:

- Raise the housing cover until you hear a click.
- Detach the Velcro fastener (1) and then the battery connector (2) and remove the old battery.
- Place the new battery on the battery flat and secure it tightly with Velcro (1)
- Then connect the connector (2).

Caution:

Only use the battery for the Octalarm-Touch Pro (S-Batt-6,4V) supplied by Adesys!

This battery has been developed by Adesys and has been fully tested. (Replacing the battery with an incorrect type may cause damage to the device and the battery.)

3.4. PSTN configuration

There are 2 ways to connect the Octalarm-Touch Pro to the PSTN:

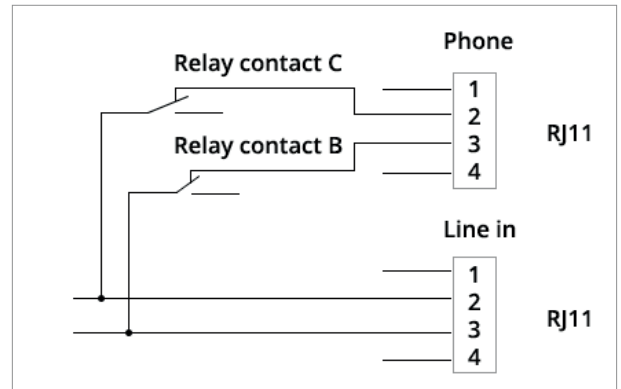
- standalone;
- Additional telephone devices on the same PSTN line (Fax / Central Office etc.).

The PSTN line can be connected to the Octalarm-Touch Pro's RJ11 'Line In' connector. In case additional devices need to be connected to the same PSTN line, it is very important that no other device can occupy this line, when the Octalarm-Touch Pro has to call out an alarm message. By doing so no other device can interfere with the alarm device.

When an alarm message has to be sent out, all other PSTN devices are automatically disconnected from the PSTN line by means of a 'Line-Seize' relay.

Caution:

Users must check that the 'Line Size' feature is working properly immediately after installation and repeat this check frequently. This is necessary in order to ensure that the device can initiate a call even if the line is being used by other devices, such as a phone, answering system, computer modem, etc.



3.5. GSM module



Antenna connector (SMA female).
Maximum antenna gain: +8dBi

To use the GSM module, place a SIM-card in the GSM module and slide the module into place. The SIM card is placed on the bottom of the GSM module.

The SIM card is placed on the bottom of the GSM module. The module can then be pushed into the GSM compartment until it clicks.



4. Setting up the device

4.1. Initial settings (onboarding)

When you turn on the device for the first time, or after restoring the factory settings, follow the on-screen instructions to set up your device:

1. Select the preferred device language for:

- Text that is displayed on the device.
- Spoken alarm text.

See chapter "7.2.1. System language" for more information.

2. Select a region and country:

- The location you select determines the time zone.;

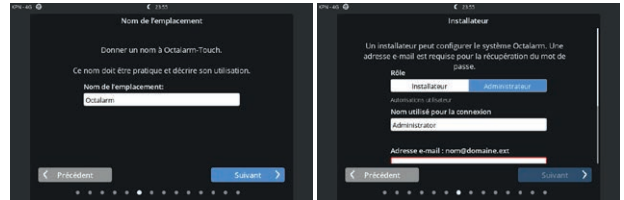
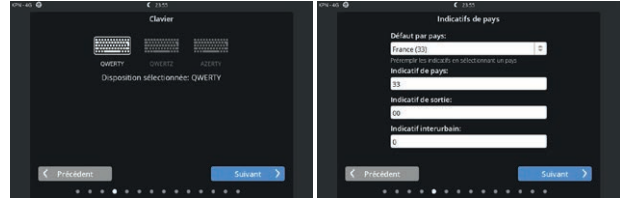
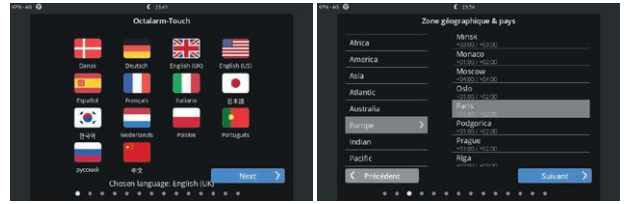
See chapter "7.2.2. Time zone" for more information.

3. Select your preferred keyboard layout;

See chapter "7.2.4. Keyboard" for more information.

4. Set the country code and any dial-out number and/or lead digits.

See chapter "7.4.3. Country codes" for more information.



5. Change the default Octalarm name to a name that can be used to distinguish the location.

See chapter "7.3.1. Location name" for more information.

6. Set the installer or administrator of the device: Complete all fields and follow the on-screen instructions.

See chapter "5.1. Adding and editing contacts" under Contacts for more information on the different contact roles.

7. optional: Activate the Octalarm Connect service.

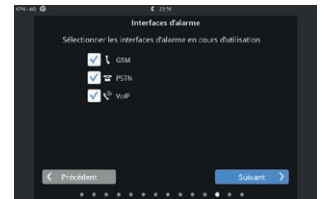
When Octalarm Connect is closed the dialler must first be connected to a portal account (<https://portal.octalarm.com>) of the end user (see chapter "7.4.11. Web portal" for further explanation of the portal). If necessary, the dialler can then also be linked to the installer's account.

If this fails (for example if the message 'Portal not reachable', 'Payment failed' etc. is shown), use <http://portal.octalarm.com>. Chapter 7.1.3 contains more information on activating Octalarm Connect.

If you select 'Skip', the device will be set to 'Own server'. This applies to VoIP and Email. See chapter "7.4.4. VoIP" and chapter "7.4.5. Email", respectively, for instructions on how to set up your own SIP and/or SMTP server. If you choose to active Connect at a later stage, you must manually set the Email and VoIP server settings to 'Octalarm Portal'.

8. select the alarm interfaces that are in use (GSM/PSTN/VoIP).

The initial setup is now completed. Pressing 'Ready' activates the Octalarm-Touch Pro.



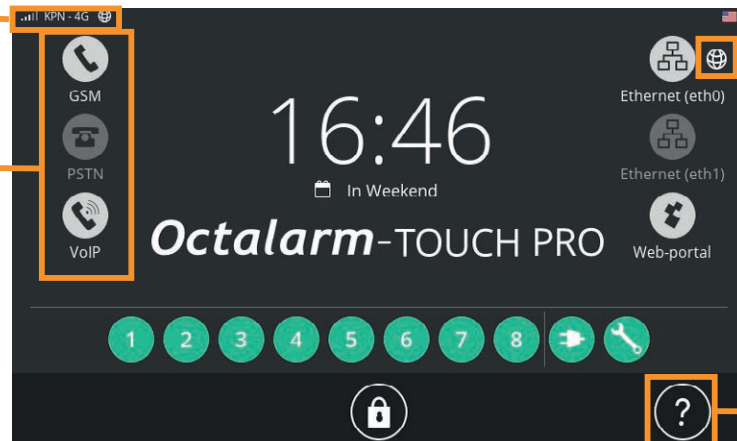
4.2. Dashboard (home screen)

Logged out

System information screen

Interface status

- Active (white)
- In use (green)
- Malfunction (red)
- Out of order (gray)

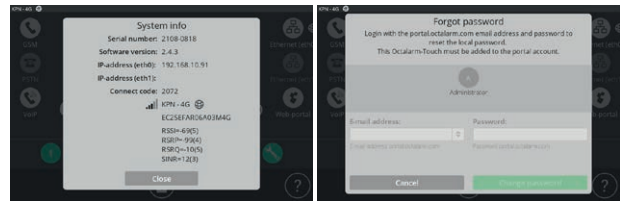


Active internet connection

Forgot password

System information screen

Pressing the GSM range button opens the system information screen. You can access this screen even if no one has logged in yet.



Forgot password

If you forget your password, you can use the system's password recovery process to log in:

- press the question mark on the login screen;
- enter your Octalarm Portal account name and password.

Logged in

Interface status

- Active (white)
- In use (green)
- Malfunction (red)
- Out of order (gray)

Alarm status

- Idle (green)
- Active (red)
- Call succeeded (orange)
- Disabled (gray)



Active internet connection

Present time

Current schedule

Log out

Contacts

Call lists
(see C5)

Alarms

(see C6)

Settings

(see C7)

Log

(see C8)

Types of messages on the dashboard:

1. Alarm message

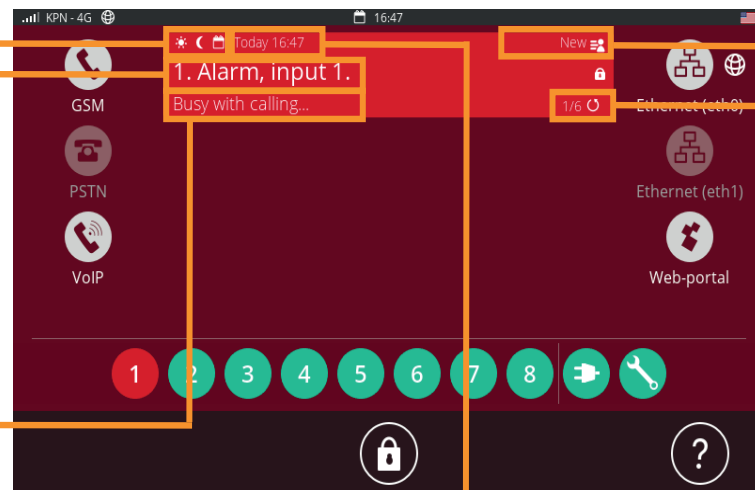
Timetable type

- day
- night
- weekend

Input number and name

Action

- Busy with calling...
- Accepted
- Waiting for...



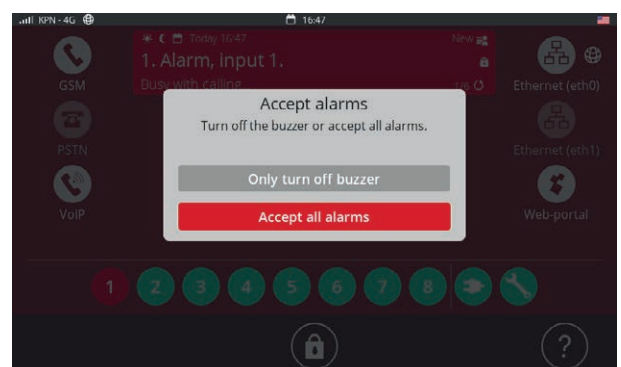
Linked call list

Repeat

Number of repetitions /
Maximum number of repetitions

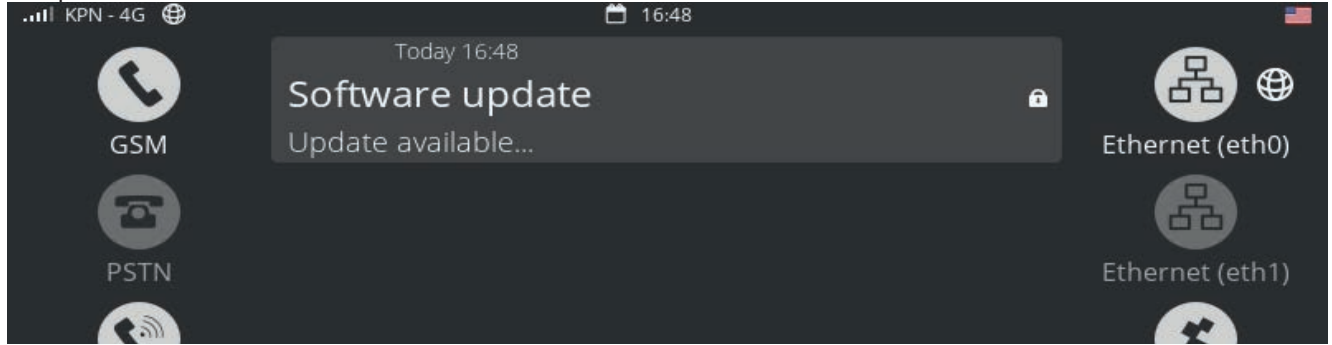
When you press on this message, there are two options:

- Buzzer off only:
the buzzer will be muted. When the Octalarm-Touch Pro does not record any activity for 10 minutes, the buzzer will turn on again.
- Accept all alarms:
If you accept all alarms, the Octalarm-Touch Pro will not initiate a new alert for this alarm, until the waiting time between repeats has expired. More information about the waiting time can be found in chapter "6.1. Configuring inputs".





2. Update available



- Press on this message to go to update menu.
- Run the new update.

The update process takes a few seconds, after which the system is restarted.

4.3. Changing settings

Contacts with 'Administrator' or 'Installer' permissions can make changes using the 'Change' button in the 'Contacts', 'Alarms' and 'Settings' menus. These buttons are not visible for contacts with 'User' permissions.

Adjusting settings

- On the relevant screen, press 'Change' (on the right, at the top or bottom of a scroll list).
- Change the settings as desired.
- Press 'Save' (on the top right or at the bottom for changing a call list).



After pressing the 'Save' button, the changed settings are in use.



5. Contacts

5.1. Adding and editing contacts

- Click 'Add' to create a contact and fill in the fields below.
- Click on a contact and then click 'Edit' to edit the contact (see the fields and explanation below).

Name

Enter a recognisable name; this name will be visible in the log.

Interface language

The interface language is the language that this contact sees after logging in; it is NOT the language that the device uses for voice alarms.

See chapter "7.2.1. System language" for setting the alarm language.

Acceptance PIN

A personal code that can be used to accept alarms when notified by phone.

We recommend that each contact is given their own unique acceptance PIN.

Login

By placing a check mark, this contact is given the right to log in on the Octalarm-Touch Pro. Next, you assign permissions, a username and password. These permissions, usernames and passwords are also important for remote setup. Finally, you can also link tags here, which allow users to log in to the Octalarm-Touch Pro without a password.

There are 3 levels of permissions:

1. User: view function. No changes can be made.
2. Installer: all permissions. All settings can be changed.
3. Administrator: all permissions. All settings can be changed.

The screenshot shows the 'Edit contact' screen. On the left, there are fields for 'Name:', 'Interface language:' (set to English (UK)), 'Acceptance pin:' (1234), and 'Login:' (checked 'Allow'). On the right, under 'Contact information:', there are icons for phone, email, and a button 'Add...'. The top status bar shows 'Logged in as: Administrator'.

The screenshot shows the 'Edit contact' screen with more details. Under 'Login:', 'Allow' is checked. 'Role:' is set to 'User'. 'Username:' is 'john'. 'Password:' is masked with asterisks. Under 'Contact information:', there are fields for phone number (0612348765) and email (john@adesys.nl), each with a delete icon and an 'Add...' button. The top status bar shows 'Logged in as: Administrator'.

! The last installer or administrator cannot be changed to a user, because this would remove the possibility to change the device settings.

Contact information

Add call resources via the 'Add' button. The system will use these resources to reach contacts:

- telephone - for calls or text messages;
- Email - for Email notifications or app alerts;
For app alarms it is important that you use the Email address you are known with in portal.octalarm.com;
- paging - for alerts sent via the POCSAG network.

After completing all fields, press 'Save' in the upper right corner to add the contact.

Test alert

It is recommended that you send a test alert to newly entered contacts or after modifying or adding the contact information:

- Select the relevant contact.
- select the call resource you wish to test; there are 4 possible status colors:
 - Grey: No test alert
 - Blue: Test alert active
 - Green: Test alert successful
 - Red: Test alert failed
- Choose the interface you want to use for the test (GSM, SMS, VoIP, Email).

The result of this test can be found in the log.

The screenshot shows the 'Contacts' screen. On the left, there is a list of contacts: 'Administrator' and 'John'. The 'John' contact is selected. On the right, the details for 'John' are shown, including a profile picture, name, language (English (UK)), role (User), and contact information (email: john@adesys.nl, phone: 0612348765). Each contact resource has a status icon and a 'Test' button. An 'Edit' button is at the bottom.

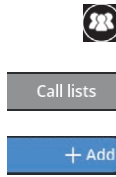


5.2. Call lists

By default, the phone numbers of new contacts are placed in the 'All contacts' call list. This allows an alarm to always alert. It is safer to make a call list that matches your situation.

Creating a call list

- From the main screen (dashboard), go to the contact screen.
- Press the 'Call lists' button in the top left.
- Press 'Add' to create a new call list.
- Enter a recognisable name, such as such as 'Urgent night', 'Cultivation' and 'Technology'.
- Press 'Add'.
- Select a contact.
- Select your preferred call resource.
- Check acceptance time to accept callbacks/text messages and select when each contact is available (day/night/weekend).
(see the explanation below)
- Change number of acceptances, maximum attempts list, acceptance time, number of ringing attempts and time between ringing attempts if necessary.
(see the explanation below)
- Press 'Save'.



Day schedule: Day/night/weekend times

Here you can select according to which schedule the contact should receive an alert. If an alarm is triggered while no contacts are on duty, a local alarm will be activated, until the next schedule starts. Weekends are from Friday evening to Monday morning.

Number of acceptances

Select multiple acceptances if you want multiple, several people to be notified of alarms, such as very urgent alarms.

Max attempts list

Here you set the number of attempts for calling the complete call list.

Acceptance time

For Email, SMS and pager an acceptance time is used. This is the time period within which the contact can call back or send a text message to the Octalarm-Touch Pro.



The contact must call the mobile phone number of the Octalarm-Touch Pro.

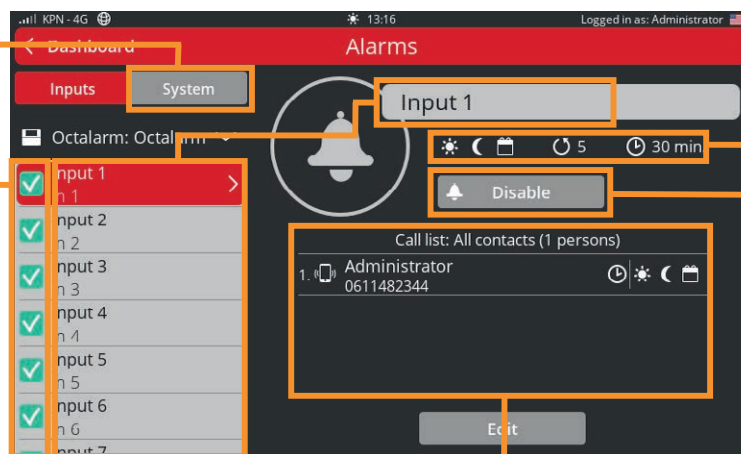
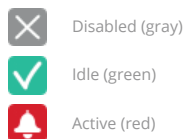
Call attempts and time between call attempts

For each call list, the number of call attempts and the time between call attempts to an added contact can be set. The number of ring attempts and the time between them applies to everyone in the list.

6. Alarms

System alarms

Alarm status



Name alarm and input number

Liked call list

Temporarily disable this option

6.1. Configuring inputs

- In the navigation screen, select the alarm.
 - Press 'Edit'.
- The alarm settings are shown on the left and you can link or create a call list on the right.

6.1.1. Alarm settings (left side)

In use: Enabled

By default, an alarm is enabled. If an alarm input will not be used for an extended time, it is best to disable it by removing the check mark.

Critical alarm via the app

When an alarm is classified as critical, the 'Adésys Alarm' app will ignore the 'do not disturb', 'night mode' and 'silent or vibrate' functions of the phone and always alarm with a loud tone. The 'Critical Alarm' option is disabled by default. Enable 'Critical alarm' for urgent alarms by placing a check mark. Adjust the 'Waiting time between repetitions' according to the urgency of the alarm, for example 5 minutes.

Name

The name of an input is used in the log. Use a name that clearly indicates what the alarm is protecting.



The 'Copy' button is used to copy the name to the alarm text.

Alarm text

The alarm text is the text used in the alarm messages and in voice calls.



When you press the 'Play' button the Octalarm-Touch Pro device speaks the alarm text. If the spoken text is not clear, it is best to enter the alarm text phonetically.

Normal contact

Here you can set whether the alarm is open (Normally Open) or closed (Normally Closed) when at rest.

Message: When to raise the alarm

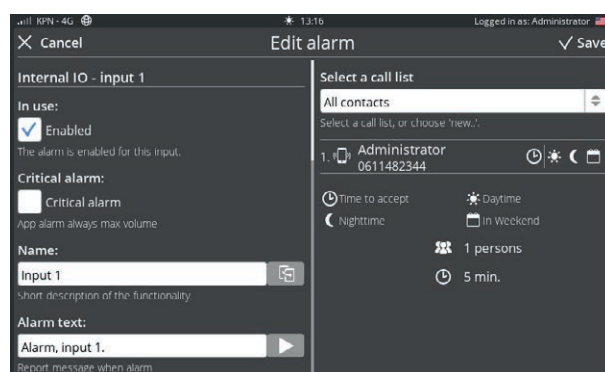
Here you can specify when this alarm must be initiated. For non-critical alarms you only want to receive on weekdays, you can uncheck 'At night' and 'During weekends'.

Delay before active

'Delay before active' is the number of seconds before an alarm will initiate the alarm procedure. By default, it is set to 5 seconds. To prevent false alarms, some alarms may need to be set to a longer delay. The maximum number of seconds is 3600 (=1 hour).

Delay after recovery

'Delay after recovery' is the number of seconds before an alarm is stopped. By default, it is set to 2 seconds.



**Continue after recovery**

By default, 'Continue after recovery' is disabled. If 'Complete list' is checked and an alarm is recovered, the Octalarm-Touch Pro will continue to call until the alarm is accepted.

Repeat after acceptance

An alarm can be repeated automatically when a call list has been completed, whether or not by accepting the alarm. Enter the number of repetitions here.

Waiting time between repetitions

After the call, the system will wait for this amount of time before restarting the alarm procedure.

Buzzer

By default, the buzzer is enabled. If you uncheck the 'On upon alarm' field, the buzzer (and any external buzzer) will no longer be used for this alarm.

6.1.2. Linking or creating a new call list (right side)

- Select a call list by pressing the double arrows.
- Select the desired call list, or select 'New...'.
 - After selecting the desired call list, select 'Save'
 - After selecting 'New...' Select 'Create'
- See chapter "5.2. Call lists" from the bullet 'Enter a clear name'.
- Press 'Save' at the bottom.

6.2. System failures

System failures are separate alarms that protect the continued operation of the Octalarm-Touch Pro. Just like the input alarms, they can be configured as per the user's preferences. However, it is not possible to change the notification texts and delays for system failures.

The Octalarm-Touch Pro features the following system failure warnings:

- Power failure.
- Internal malfunctions;
- Multiple alarms;
- Internet fault: Eth0, Eth1 (Pro) and/or GSM;
- Watchdog alarms
- Alarm unknown location.

! By default, the call list 'All contacts' is linked to system failures. It is important to change this to your preferred call list.

6.2.1. Power failure

When the Octalarm-Touch Pro is disconnected from a power source, it will trigger a warning alarm. This is called a power failure warning and the system will always send a separate notification of this failure. This means that after finishing the current call, the Octalarm-Touch Pro will trigger a power failure warning call without specifying any other alarms that may be active.

6.2.2. Internal malfunctions

Internal malfunctions are a collection of malfunctions that jeopardise the alarm handling process:

GSM module

The GSM module will trigger a warning when:

- the module cannot connect to the Octalarm-Touch Pro;
- 5 consecutive calls with the cell phone have failed. You will receive the message ; 'Mobile phone, multiple call attempts failed';
- there is something wrong with the SIM card.

SIP

The system will trigger a SIP warning after failing to connect to the server for a few minutes. Possible causes include:

- firewalls;
- incorrect login credentials;
- offline server;
- 5 consecutive failed calls. You receive the message 'Internet call, several call attempts failed'.

PSTN

The system will trigger a PSTN warning when the Octalarm-Touch Pro has failed to detect line voltage for a while or after 5 consecutive calls have failed. With the last failure you receive the message 'Fixed line network, several call attempts failed'.

External IO (EM-8001)

In case of an external IO malfunction, the EM-8001 (external module) is unreachable. Possible causes include a wrong slave ID (notification: 'External IO multiple modules with same ID'), loss of power to the module (notification: 'External IO communication error') or too much noise on the bus.

Battery failure

This failure occurs when

- the battery is removed or defective (message text 'Battery failure').
Check the battery connection as soon as possible by disconnecting and reconnecting the battery;
- the maximum battery age has been reached (message text 'Maximum battery age reached').
In this case the battery must be replaced. The repeat interval after acceptance of this alarm is 30 days.

6.2.3. Multiple alarms (at once)

When 5 or more alarms are active at the same time, the Octalarm-Touch Pro will report them as a single alarm. You will receive the notification: 'Multiple alarms. There are more than 5 alarms'. Reporting multiple alarms in 1 notification helps maintain clarity and ensures that all alarms can be handled properly.

6.2.4. Internet fault: Eth0 and/or GSM

If a check on the interface connection fails, this can be reported as a system failure. A system failure only occurs at interfaces which are checked for 'Report as system failure'.

See chapter "7.1.2. Network: internet check" for further explanation on how to set up this system failure, internet detection and insight in the internet status of the different interfaces.

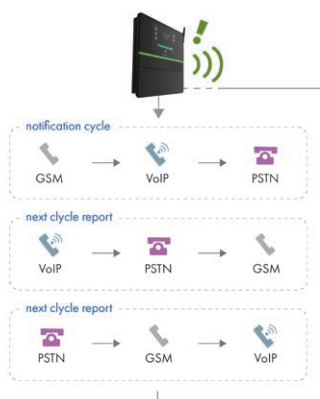
6.2.5. Watchdog alarm

The REST API is protected with a Watchdog alarm timer. If the Octalarm-Touch Pro does not receive a message within the set time, an alarm will occur. The selected call list is used for this purpose.

6.2.6. Alarm unknown location

When the REST API sends an unknown alarm to the Octalarm-Touch Pro, this alarm will not be lost but the Octalarm-Touch Pro will call this alarm as 'Unknown location'. The selected call list is used for this; by default this is the 'All contacts' call list.

6.3. Call interface rotation



The Octalarm-Touch Pro automatically rotates its interfaces when sending out alarms. This allows the system to check if all interfaces are still working.

For example: After starting, when there is an alarm, the system starts dialling out via GSM. After this call has been made, the system automatically changes the order and for the next alarm the system will use another communication interface.

If an interface does not work properly, a system malfunction is reported. Action must be taken on this.

See chapter "6.2.2. Internal malfunctions" for more information about these system faults.

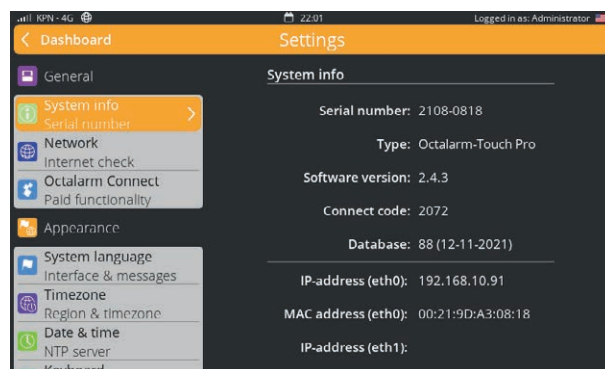
7. Settings

7.1. General

7.1.1. System information

Under System information, you can find all information for the Octalarm-Touch Pro you may need for maintenance of the Octalarm-Touch Pro or when contacting the help desk.

For the help desk you need the serial number and the pairing code. The pairing code is a security code that changes. There is therefore no point in making a note of it.



7.1.2. Network: internet check

Under 'Network' the dialler displays information about the internet status, a network check can be set and a domain of a specific interface can be pinged. Only the network check can be set via the portal or web browser (remote setup).

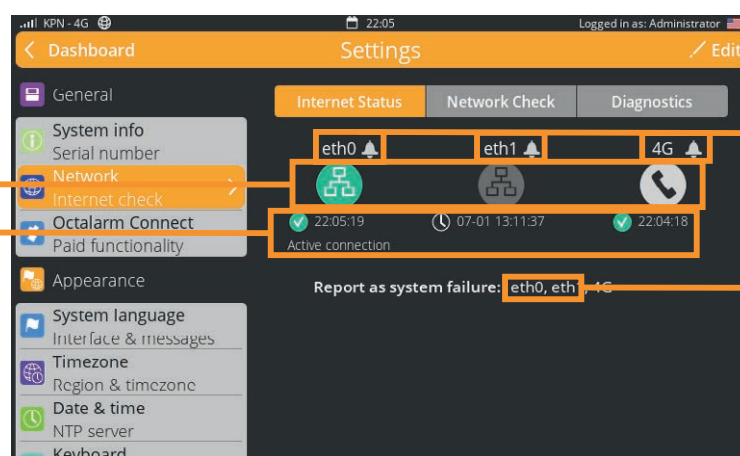
Internet status

Internet status

- Correct connection, not active (white)
- Active connection (green)
- System malfunction, no network check (red)
- No successful check (grey)

Check connection

- Last check (agreed)
- Last check (time)
- Last successful



Interface name
Report as system failure

The first tab, 'Internet Status', shows the status of the connection for each interface. The icon can have different colours:

- green: active connection;
- white: correct connection but not the active internet connection;
- grey: no successful check;
- red: system malfunction, no network check on interface for more than a set amount of time.

Each interface can choose to report a system failure if the connection check fails. When a system failure occurs, the icon turns red and the time of the last check and last successful check are visible. The system failure is also visible on the dashboard.

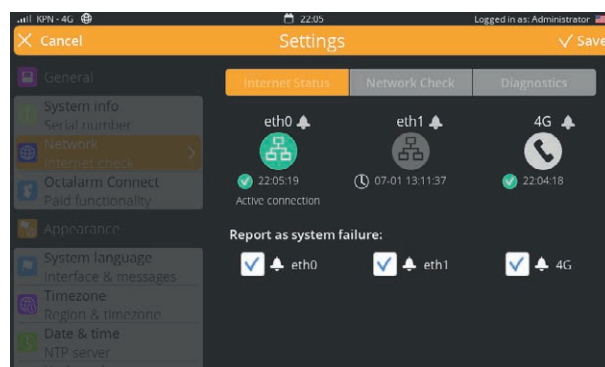
When an interface fails, the active connection automatically switches to another interface.

Adjust notification as system malfunction

- Go to 'Settings'.
- Scroll in the navigation to 'Network'.
- Click on 'Change'.
- Tick (or untick) the desired interface.
- Press 'Save'.

Like other system alarms, the internet status alarms can be added to a call list. The 'Delay before active' is set to half an hour by default for these alarms.

See chapter "6. Alarms" for further explanation on setting up the alarm and linking call lists.



Network check

In the 'Network Check' tab, you can set up how the connection is checked. There are 3 ways to check the connection:

- Cable: is the ethernet cable connected correctly?
- portal (DSN): based on a DNS check to the configuration servers of the portal. This type is default;
- Own URL: an http(s) check based on a self-defined URL. The custom URL must be based on http or https and can be a URL or IP address.

Customise network check

- Go to 'Settings'.
- Scroll in the navigation to 'Network'.
- Choose the tab 'Network Check'.
- Click on 'Change'.
- Choose the desired check type.
- Click on 'Save'.

Diagnostics

To provide support and diagnose problems a ping command can be executed via the 'Diagnostics' tab. A choice can be made over which interface the command will be given. If 'Auto' is selected, the alarm dialler itself determines which interface is used.

Adjusting the Ping domain

- Go to 'Settings'.
- Scroll in the navigation to 'Network'.
- Choose the 'Diagnostics' tab.
- Press 'Change'.
- Enter the desired host name or IP address (ping URL).
- Press 'Save'.

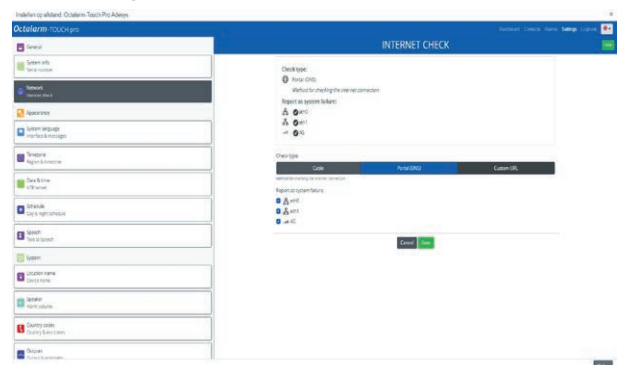
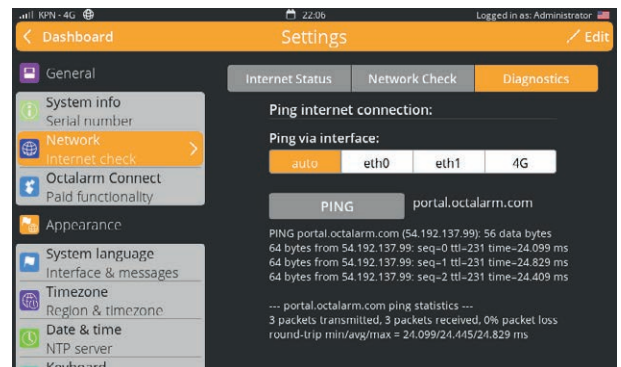
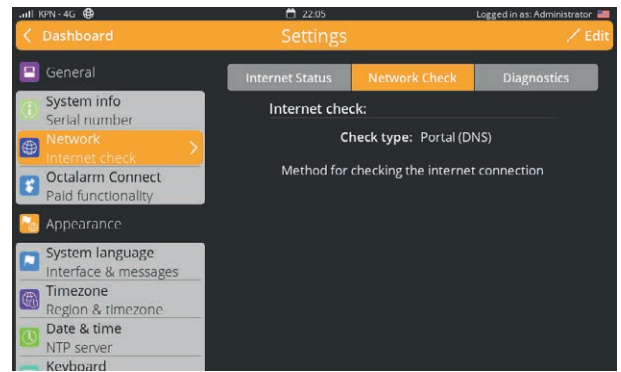
Setting up a Network Internet Check remotely

The network internet check can also be set up via the portal, the app or with a web browser (via the IP address of the dialler). Possible remote settings:

- type of network check (under 'Settings' | 'Network');
- setting as system failure (under 'Settings' | 'Network');
- system alarm settings (under 'Alarms' | 'System').

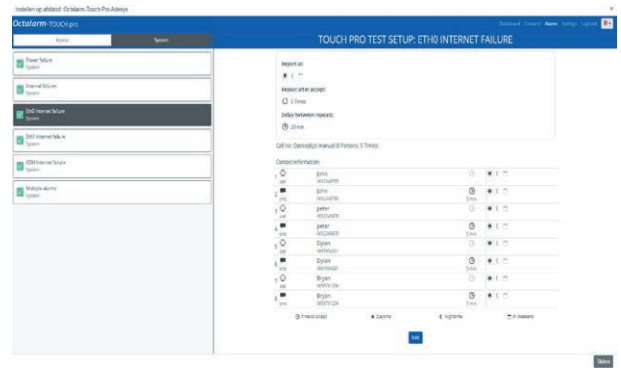
Adjusting the network type and setting as system failure remotely

- In a web browser, go to <https://portal.octalarm.com>.
- Log in with your portal account details.
- Select the relevant dialler under 'Devices'.
- Click on 'Set up remotely'.
- Log in with the username and password that you are familiar with for the relevant alarm device.
- Click on 'Log on'.
- Go to 'Settings'.
- Scroll in the navigation to 'Network'.
- Click on 'Change'.
- Indicate the desired control method (check type) and / or tick the desired connection on or off
- Press 'Save'.



Remote setup interface internet fault system alarm settings

- In a web browser, go to <https://portal.octalarm.com>.
- Log in with your portal account details.
- Select the appropriate dialler under 'Devices'.
- Click on 'Set up remotely'.
- Log in with the username and password that you are familiar with for the alarm device in question.
- Click on 'Log on'.
- Go to 'Alarms'.
- Choose 'System'.
- Choose the desired interface internet error
- Click on 'Change'.
- Make the desired changes
- Press 'Save'.



7.1.3. Octalarm Connect

If you did not select Octalarm Connect during the onboarding, you can still activate it via the alarm device or via the portal.



Activating Octalarm Connect

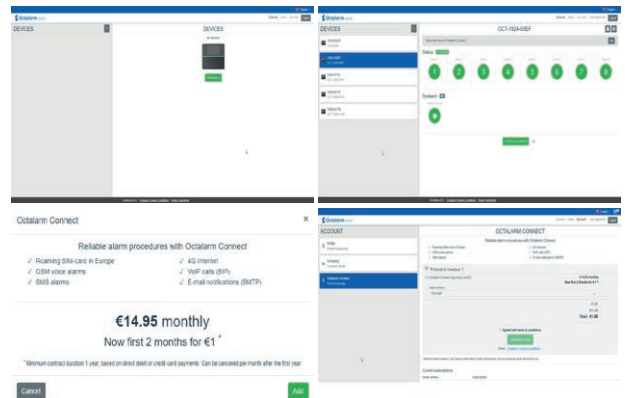
1. via the alarm dialler

- Go to 'Settings'.
 - In the navigation, scroll to 'Octalarm Connect'.
 - Press 'Add'.
 - Enter the customer's Email address.
The customer will now receive an activation Email. Ask the customer to activate their subscription via the activation Email.
 - Enter the customer's company details and VAT number.
 - Pay via credit card, iDeal (the Netherlands) or bancontact (Belgium).
- The SIM card and VoIP/SIP calling are now active.
- Set your Email and VoIP server to 'Octalarm Portal'.

2. Via the portal (<https://portal.octalarm.com/>)

- Using a web browser, go to portal.octalarm.com.
- Create a company.
- Add a device by pressing the plus sign or press 'Add device'.
- Press 'Add' next to 'Subscribe to Octalarm Connect'.
- Pressing 'Add' in the information window will take you to 'Account' | 'Octalarm Connect'.
- In the Octalarm Connect window, you can read and accept the terms, and then start the checkout process.
- Follow the payment instructions.

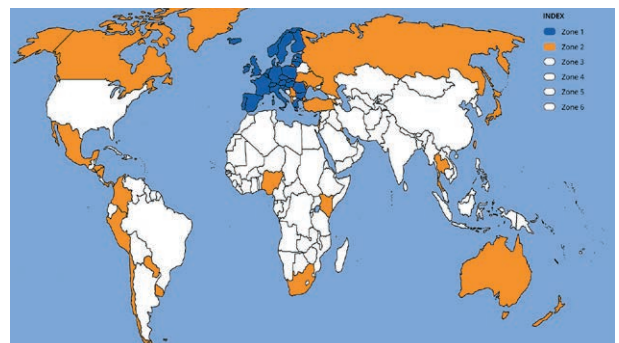
The SIM card and VoIP/SIP calling are now active. Set your Email and VoIP server to 'Octalarm Portal'.



Why subscribe to Octalarm Connect*?

* Octalarm Connect has coverage in zone 1 (blue) and zone 2 (orange); see the info sheet [Where Octalarm Connect has coverage](#) for an overview and listing of countries.

1. GSM and VoIP calling included; does not involve any unexpected post-call costs.
2. No firewall issues (VPN).
3. No manual Email settings (SMTP).
4. Risk migration provided by the 24/7 secured dual Adesys servers.





7.2. Display



7.2.1. System language

The system language is the language spoken and used in the alarm response. When you change the system language, text will be spoken in a different language.

Changing the System language

- Go to 'Settings'.
- In the navigation, scroll to 'System language'.
- Press 'Change'.
- Select the language and press the flag.
- Press 'Save'.

Please note that the alarm texts will require extra attention. These do not change automatically. See chapter "6. Alarms" for information on changing the alarm texts. It also contains information on how to check what the texts sound like in the other language.

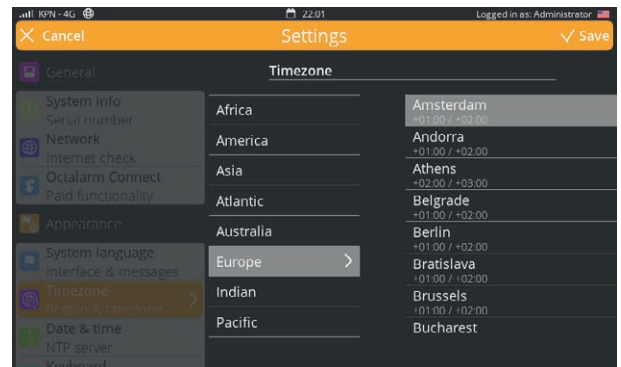


7.2.2. Time zone

If you want to use a different time zone, you can change it by changing the zone in the settings. The time zone is implemented immediately. 'Disable temporarily' and the log will automatically change with the changed time zone.

Changing the time zone

- Go to 'Settings'.
- In the navigation, scroll to 'Time zone'.
- Press 'Change'.
- Select the correct zone.
- Press 'Save'.



7.2.3. Date and Time

If the network is protected against internet traffic and a Network Time Protocol (NTP) is present on the local network, it may be convenient to use your own NTP. The NTP can be changed in the portal via 'Remote setup'.



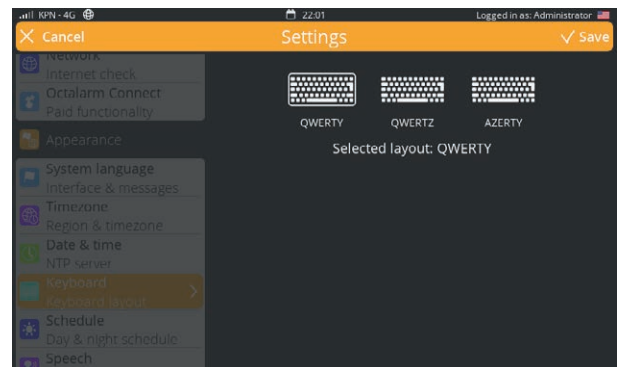
7.2.4. Keyboard

It is possible to use a different keyboard layout for the Octalarm-Touch Pro. You can choose between:

- The international QWERTY layout (default).
- The QWERTZ layout for German-speaking and Eastern European customers.
- The AZERTY layout for Belgian and French customers.

Changing the keyboard

- Go to 'Settings'.
- In the navigation, scroll to 'Keyboard'.
- Press 'Change'.
- Select the layout you want to use (see the explanation above).
- Press 'Save'.



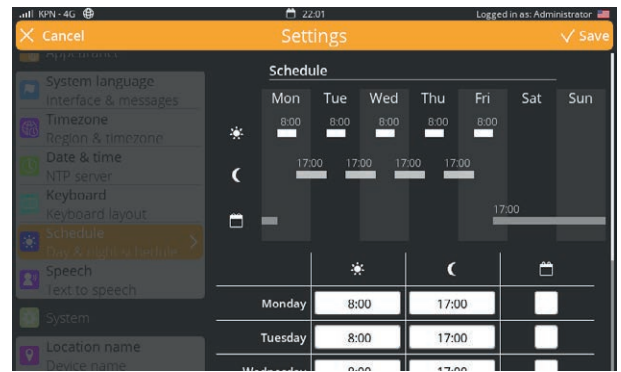


7.2.5. Day schedule

If your company does not have standard 9-5 working days, you can change the settings in the system. Weekend days start at the end of the day before the weekend and end the day after the weekend.

Changing the time

- Go to 'Settings'.
- In the navigation, scroll to 'Day schedule'.
- Press 'Change'.
- Change the start of the day schedule as required.
- Change the start of the night schedule as required.
- Press 'Save'.

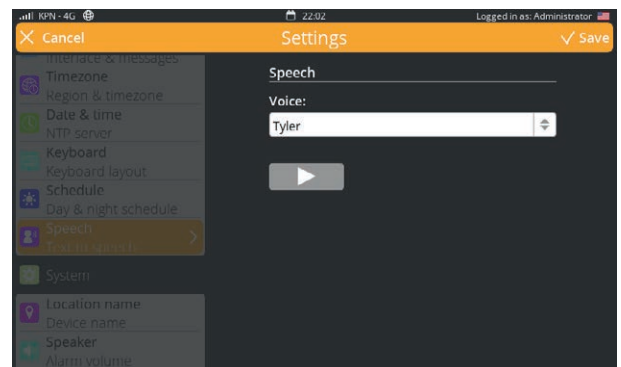


7.2.6. Speech

The voice used by the Octalarm-Touch Pro can be set. If the used voice is not clear enough, another voice can be set.

Changing the voice

- Go to 'Settings'.
- In the navigation, scroll to 'Speech'.
- Press 'Change'.
- Select a voice.
- Press the Play button to test.
- Press 'Save'.



Available voices differ from one language to another.



7.3. System

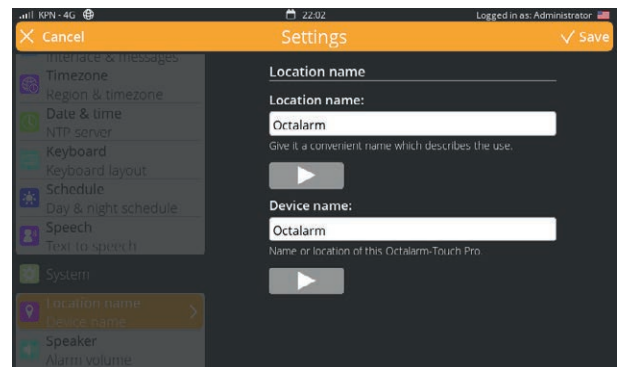


7.3.1. Location name

The location name is important for quick and clear alarm handling. The location name is used in the alarm call, in the alarm message, and in the portal.

Changing the location name

- Go to 'Settings'.
- In the navigation, scroll to 'Location name'.
- Press 'Change'.
- Press the location name.
- Change the name and press 'Ready'.
- Press 'Save'.



7.3.2. Speaker

This window is used to adjust the speaker volume. With a minimum of 20% the general volume cannot be muted completely. If you want to completely mute the system volume, you can set this using chapter "6.1. Configuring inputs".



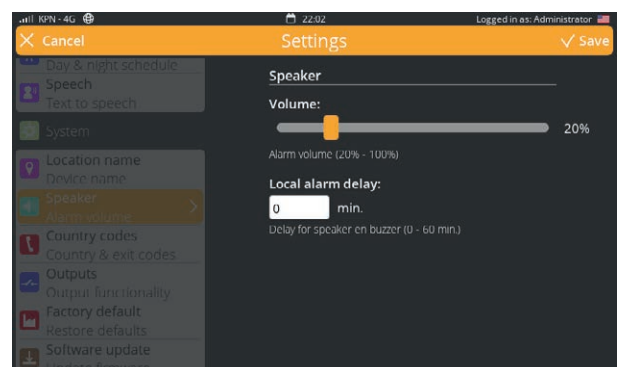
If the buzzer is disabled at an input connection, the external buzzer will not sound the alarm either.

Local alarm delay

The local alarm delay ensures that an alarm is triggered before the buzzer or flashing light goes on. It is recommended to set this delay time shorter than the acceptance time.

Adjusting the speaker

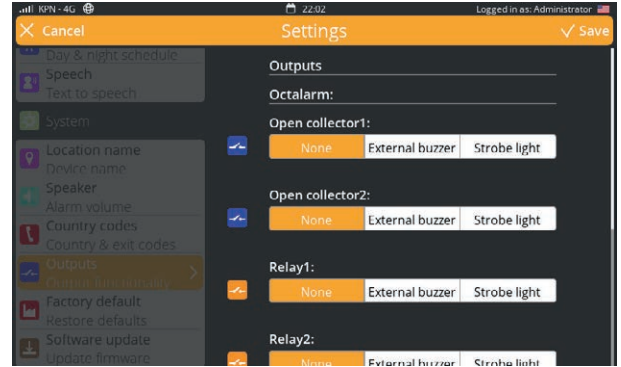
- Go to 'Settings'.
- In the navigation, scroll to 'Speaker'.
- Press 'Change'.
- Move the bar to the desired volume.
- Press 'Save'.



7.3.3. Outputs

The Octalarm-Touch Pro has two open drain output connectors and two relay output connectors. These can be set to function as:

- External buzzer;
to set up the external buzzer, go to 'Alarms'.
see chapter "6.1.1. Alarm settings (left side)"
This output is triggered along with the buzzer of the Octalarm-Touch Pro. This means that when the Octalarm-Touch Pro buzzer is triggered, the output connector will be switched on, before being switched off when the alarm is accepted.
- External warning light;
When the alarm is active, the output connector is powered. The warning light will be switched off when the alarm is accepted.



Overview of output connectors		
Relay contacts	Max load	30VDC / 2A, 30VAC / 1A (resistive load)
Open-drain outputs	Max switch voltage	42V/300mA
	Max load current	350mA
	Output voltage	12V/120mA
	Protection	Short-circuit, thermal

Changing output connectors

- Go to 'Settings'.
- In the navigation, scroll to 'Outputs'.
- Press 'Change'.
- Next, for both the relay outputs and for open collector, where applicable, select 'None' | 'External buzzer' | 'Warning light';
- Press 'Save'.

7.3.4. Factory settings

The installer and the administrator can clear all settings of the Octalarm-Touch Pro. This feature is useful when, for example, the Octalarm-Touch Pro is taken to another location. The log will not be deleted when the system is reset to the factory settings.

Restoring the factory settings

- Go to 'Settings'.
- In the navigation, scroll to 'Factory settings'.
- Press 'Restore'.

7.3.5. Import and Export

By performing the following steps, a back-up of the settings can be made. It is also possible to upload this backup as basic settings in another alarm device:

- Access the Octalarm-Touch Pro via 'Remote settings';
- Go to 'Settings';
- Scroll in the navigation to 'Export and Import';
 - Export**
 - Press the 'Start export' button. After the export is completed, a download button will appear;
 - Press 'Download file' to download the octalarm_export.dat file.
 - Import**
 - Select an octalarm_export.dat file;
 - Press 'Upload file'. The selected file name will appear after some time;
 - Press 'Continue' to execute the import of the file.

! A connection error occurs because the Octalarm-Touch Pro reboots when importing settings. After rebooting, the Octalarm-Touch Pro can be reached again.

**Important information about Importing and Exporting**

- When importing settings, users are also replaced. To get access to the Octalarm-Touch Pro after import, the login details from the octalarm_export.dat file should be used. If these login details are not known (anymore), access to the Octalarm-Touch Pro is NOT possible.
- It is not possible to:
 - Import new settings on an Octalarm-Touch Pro with an older version;
 - Import Octalarm-Touch Pro settings on an Octalarm-Touch or vice versa.

**7.3.6. Software update**

The software for the Octalarm-Touch Pro is updated continually. This may be to improve usage, to resolve problems, or to add new options. It is important that the Octalarm-Touch Pro has the latest software version. You can check if your Octalarm-Touch Pro is up-to-date under 'Settings' | 'Software update'. This is also where you can find the release notes, which contain the changes in each version in the version history.

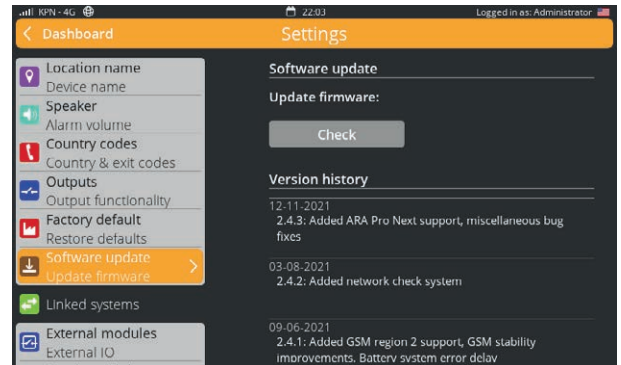
Software verification

The Octalarm-Touch Pro can be forced to search for a possible update. By pressing the button 'Check software' you can see if your Octalarm-Touch Pro has the most recent software.

Performing a software update

The Octalarm-Touch Pro automatically downloads software and reports when the download is complete.

- Go to 'Settings' | 'Software update'.
- Press the 'Update' button to start the update process; this takes about 20 seconds.
- The update process ends with a restart of the dialler.



Firmware updates are, besides the overview in the version history under 'Settings' | 'Software update', also logged in the detector's logbook by a message 'firmware updated from ... to ...'.

After an update, it is recommended to run a test alert. See chapter "5.1. Adding and editing" under Contacts for information on how to run this test alert.

7.4. Interfaces

7.4.1. GSM

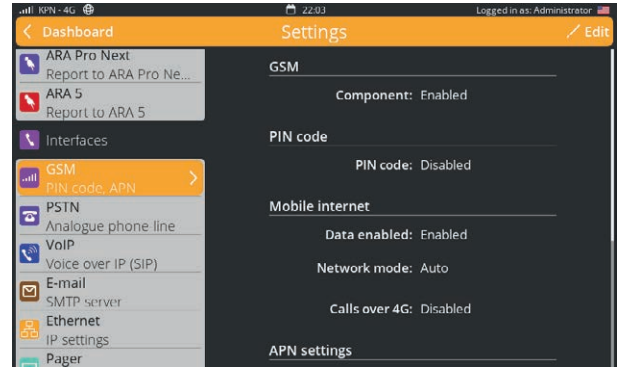
The Octalarm-Touch Pro is supplied with a GSM module with a SIM card. For more information about the GSM module, see chapter “3.5. GSM module”. The SIM card is disabled by default and can be activated during onboarding. With this process the end user enables the Octalarm Connect service. If you did not activate this service during the onboarding, you can still do so via the settings. You can read more about this in chapter “7.1.2. Octalarm Connect”.

Using your own SIM card

If you do not plan to use your own SIM card, you can skip this section.

It is possible to use your own SIM card. Use the following procedure to do this:

- Remove the GSM module.
 - Replace the SIM card with the SIM card of your provider.
 - Insert the GSM module and restart the system.
 - Go to ‘Settings’.
 - In navigation, scroll to ‘GSM’.
 - Set the PIN and APN information by pressing ‘Change’.
- These settings depend on your provider. For this information, please refer to your system administrator and/or provider. You can use the following form for this.*
- Press ‘Save’.

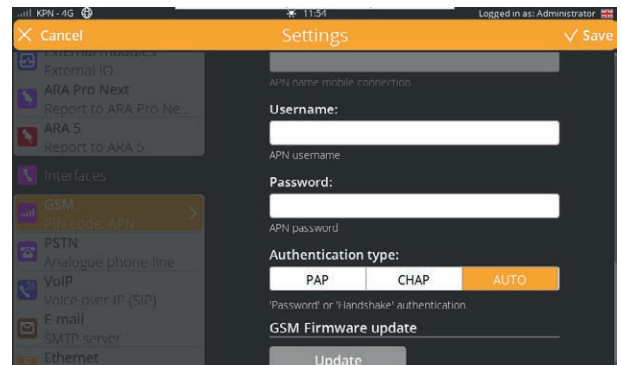


GSM settings		
GSM	Component	enabled disabled* <i>* delete as appropriate We strongly recommend leaving the component enabled to ensure redundancy.</i>
PIN code	PIN code	enabled disabled* <i>* delete as appropriate If enabled, enter 4-8 digits</i>
	4-8 digit code	
Mobile internet	Data	enabled disabled* <i>* delete as appropriate</i>
	Network mode	Auto
Set APN	PDP type	IPv4 IPv6 IPv4 & IPv6* <i>* delete as appropriate</i>
	APN type	Static Dynamic* <i>* delete as appropriate</i>
	APN name	
	User name	
	Password	
	Authentication type	PAP CHAP AUTO* <i>* delete as appropriate</i>

GSM firmware update

Whenever extensions to the GSM|UMTS|VoLTE profiles are released, a GSM firmware update must be carried out:

- Go to ‘Settings’ | ‘GSM’;
- press ‘Change’;
- scroll down to ‘GSM Fireware update’;
- Press the button ‘Update’ to start the update process; this takes a maximum of 5 to 10 minutes. During the profile update process, no mobile connection is available. After updating, the status of the update appears on the screen and is also logged in the detector’s logbook;
- Press ‘Save’.



7.4.2. PSTN

Use the PSTN connection of the alarm device to connect an analogue line. Use of an ATA (Analogue Telephone Adapter) is not recommended. Please note that if you do connect an ATA, the line voltage may give an incorrect value. PSTN is enabled by default.

Turning PSTN off

- Go to 'Settings'.
- In the navigation, scroll to 'PSTN'.
- Press 'Change'.
- Uncheck 'Component enabled'.
- Press 'Save'.

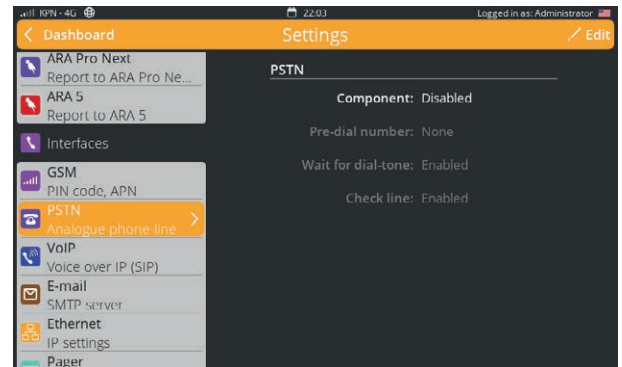
Changing settings

When working at a location that uses a dialling prefix or when no line voltage is used, it may be necessary to adjust the settings:

- Go to 'Settings'.
- In navigation, scroll to 'PSTN'.
- Set the information by pressing 'Change'.

These settings depend on your provider. For this information, please refer to your system administrator and/or provider. You can use the following form for this.

- Press 'Save'.



PSTN settings		
PSTN settings	Component	enabled disabled <i>* delete as appropriate We recommend to leave the component enabled to ensure redundancy.</i>
	Dialling prefix	
	Data	enabled disabled <i>* delete as appropriate</i>
	Wait for dial tone	enabled disabled <i>* delete as appropriate</i>
	Check line	enabled disabled <i>* delete as appropriate</i>

Line voltage protection notification

The PSTN connection is protected with a line voltage protection message. This occurs after 5 minutes of no power on the line. So if the cable is disconnected during testing, this is only reported after 5 minutes.

7.4.3. Country codes

We recommend using the international number format when entering a contact. For example: A Dutch mobile number is entered as +31612345678, where +31 is the country code.

If the international format is not used or if a PSTN connection is used that does not support this format, it is important that the correct country code is set. The Octalarm-Touch Pro contains a list of default codes per country. The country code can also be set manually.

Setting country code manually

- Go to 'Settings'.
 - In the navigation, scroll to 'Country codes'.
 - Set the data by pressing 'Modify'.
- You can use the following form for this.*
- Press 'Save'.

Country code settings		
Default by country	Country number	31
	Dial out number	00
	Leading prefix	0

7.4.4. VoIP

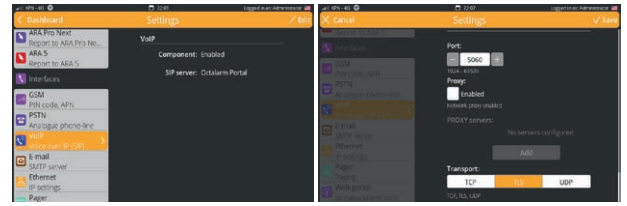
Voice-over IP is a way to make a call via the Internet. The Octalarm-Touch Pro uses the SIP protocol for this. To use the 24/7 monitored Adesys servers, you must activate Octalarm Connect via the included SIM card. For more information on this, see chapter "7.1.2. Octalarm Connect". When using Octalarm Connect, the SIP server for VoIP is set to 'Octalarm Portal' by default.

Using your own SIP server

If you do not plan to use your own SIP server, you can skip this section.

To use your own SIP server, complete the following steps:

- Go to 'Settings'.
 - In navigation, scroll to 'VoIP'.
 - Set the data by pressing 'Modify' and selecting 'Own VoIP server'.
- These settings depend on your provider. For this information, please refer to your system administrator and/or provider. You can use the following form for this.*
- Press 'Save'



VoIP settings		
VoIP	Component	enabled disabled* <i>* delete as appropriate We strongly recommend leaving the component enabled to ensure redundancy.</i>
Account	Domain	sip:
	User name	
	SIP address	sip:
	Password	
	Caller ID	
Advanced		
RTP	Start port sequence	
	End port sequence	
	RTP transport encryption	disabled optional mandatory* <i>* delete as appropriate</i>
	Signal encryption	disabled TLS mandatory* <i>* delete as appropriate</i>
NAT (Network Address Translation)	ICE	enabled disabled* <i>* delete as appropriate</i>
	STUN	enabled disabled* <i>* delete as appropriate If enabled, Press 'Add' and note down STUN server URL:</i>
	STUN server (URL)	
	TURN	enabled disabled* <i>* delete as appropriate If enabled, press 'Add' and note down TURN server details:</i>
	URL	
	User name	
	Password	
	Transport	TCP TLS UDP* <i>* delete as appropriate</i>
Network	Port	
	Proxy	enabled disabled* <i>* delete as appropriate If enabled, Press 'Add' and note down Proxy server URL:</i>
	Proxy server	
	Transport protocol	TCP TLS UDP* <i>* delete as appropriate</i> Valid and invalid TLS certificates are accepted to ensure the alerting process.

Reset to Adésys SIP server

To use Adésys SIP servers, please follow these steps:

- Go to 'Settings'.
- In navigation, scroll to 'VoIP'.
- Configure your preferred settings by pressing 'Change' and selecting 'Octalarm Portal' under SIP server;
- Press 'Save'

7.4.5. Email

When using Octalarm Portal, Email is set to Octalarm Portal by default. For this purpose, the system uses the mobile Internet and the Ethernet connection.

Using your own SMTP server

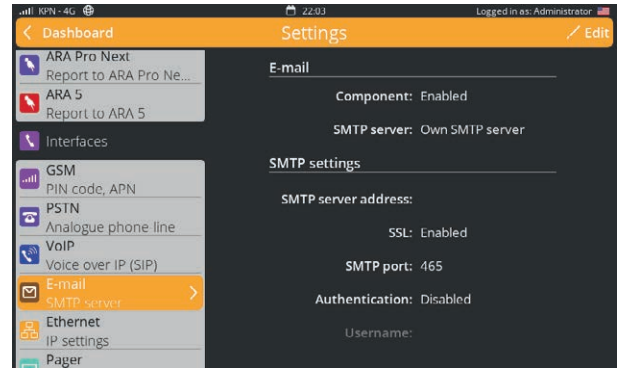
If you do not plan to use your own SMTP server, you can skip this section.

To use your own SMTP server, complete the following steps:

- Go to 'Settings'.
- In navigation, scroll to 'Email'.
- Set the data by pressing 'Change' and selecting 'Own SMTP server'.

These settings depend on your provider. For this information, please refer to your system administrator and/or provider. You can use the following form for this.

- Press 'Save'



Email settings		
Email	Component	enabled disabled* <i>* delete as appropriate We strongly recommend leaving the component enabled to ensure redundancy.</i>
	SMTP server	Own SMTP server
SMTP settings	SMTP server address	
	SSL	enabled disabled* <i>* delete as appropriate</i>
	SMTP port	
	Authentication	enabled disabled* <i>* delete as appropriate</i>
	User name	
	Password	

Reset to Adésys SMTP server

To use Adésys SMTP servers, please follow these steps:

- Go to 'Settings'.
- In navigation, scroll to 'Email'.
- configure your preferred settings by pressing 'Change' and selecting 'Octalarm Portal' under SMTP server;
- Press 'Save'



7.4.6. Ethernet

Ethernet is set to DHCP by default. If an Ethernet cable is connected, an IP address is automatically assigned to the Octalarm-Touch Pro.

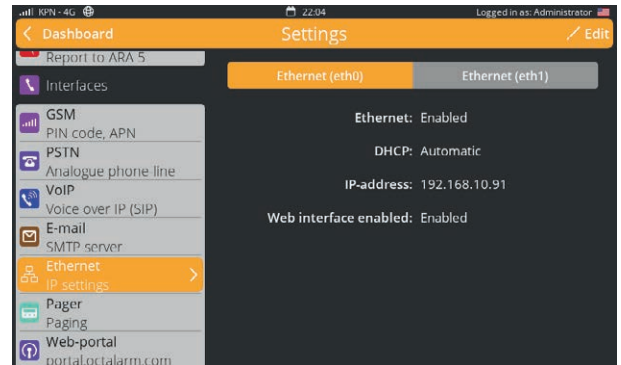
Using a static IP

If you do not plan to set a static IP address, you can skip this section.

To use a static IP address, you can set DHCP to manual in the 'Ethernet' screen. If you then enter an IP address, the Octalarm-Touch Pro will only use that IP address. If this does not allow the Octalarm-Touch Pro to connect correctly, it is important to check this IP address, or you may have to use DHCP.

To set a static IP address, complete the following steps:

- Go to 'Settings'.
- In navigation, scroll to 'Ethernet'.
- Press 'Change'.
- Set DHCP to 'Manual' and enter the data.
These settings depend on your provider. For this information, please refer to your system administrator and/or provider. You can use the following form for this.
- Press 'Save'



Ethernet settings		
Ethernet settings	IP-address	/
	Gateway	
	DNS1	
	DNS2	
Advanced		
Enabled	Duplex speed	Half Duplex 10Mbps Full Duplex 10Mbps Half Duplex 100Mbps Full Duplex 100Mbps * <i>* delete as appropriate</i>



7.4.7. Paging

Pager is an old technique, available in three variants:

- Tone-only
- Numeric messages
- Text messages

The Octalarm-Touch Pro supports the text message variant by means of a SOAP link. This SOAP link works by sending messages to the pager via the Internet. The paging function will not work without an internet connection.

- **Paging is only supported in the Netherlands.** For paging in the Netherlands, you must activate Internet paging on the KPN portal. For more information about login details for this portal, please contact KPN's paging service department: semafonie@kpn.com.

Enabling/disabling paging

- Go to 'Settings'.
- In navigation, scroll to 'Pager'.
- Press 'Change'.
- Check or uncheck 'Component enabled'.
- Press 'Save'.

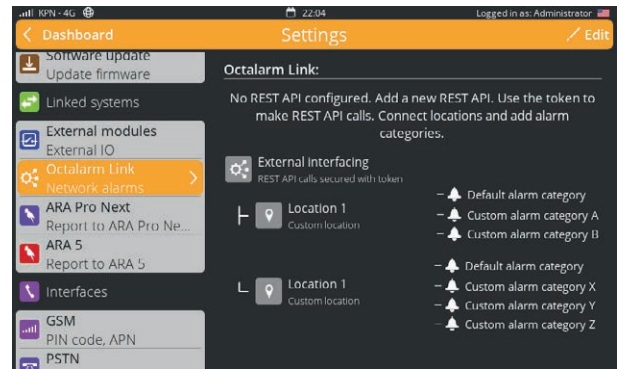


7.4.8. REST API for network controlled alarms

To use network controlled alarms via the Adésys standard 'Octalarm Link' the [Implementation manual Octalarm Link](#) should be followed.

After correct installation of the REST API, it is important to link the correct call list to the correct input:

- go to the alarms overview;
- select the 'REST API' input in the overview;
- press 'Change'.
On the left-hand side the alarm settings are listed and on the right-hand side a call list can be linked or created;
- press 'Save'.



When using the REST API, it is important to also check the 'Watchdog alarm' call list and the 'Unknown location' call list. These can be found with the system alarms.

- Go to the alarms overview
- Select the 'System' tab
- Select 'Watchdog alarm' or the 'Unknown location' in the overview

When adding categories, a general alarm 'Default category' is automatically created. The settings of this alarm are used if no specific alarm settings have been created for a category. The alarm settings of 'Default category' can be changed in the alarm overview. *See chapter "6. Alarms" for further explanation.*



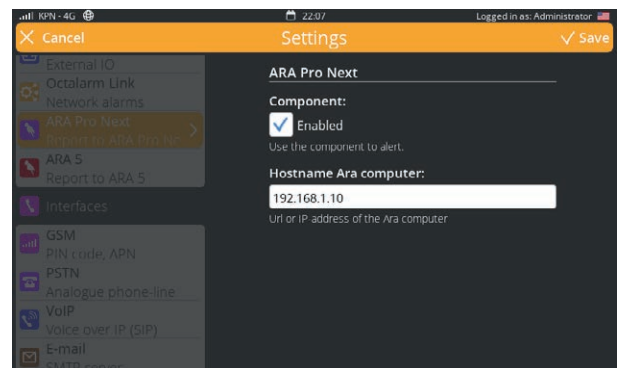
7.4.9. ARA-Pro Next

It is possible to report alarms to the ARA-Pro Next system. The following steps have to be carried out in order to use this link:

- switch on the component;
- enter the URL or IP address of the ARA-Touch dialler;
- enter the correct token *.

* The token can only be entered via the web interface.

The token can only be entered via the web interface. The token can be found by logging in to the ARA-Touch via the web interface and copying the token into the ARA-Pro Next menu (under 'Connected systems').

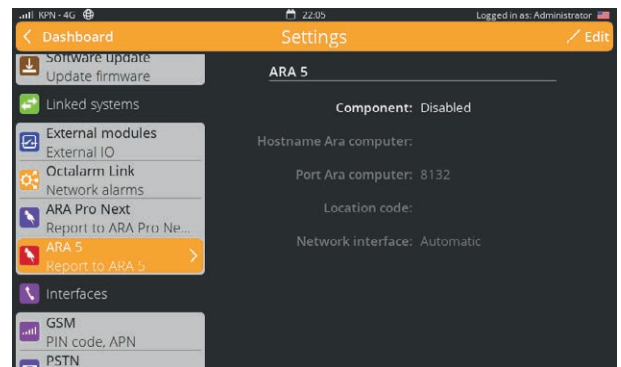


7.4.10. ARA 5 (ARA-Pro version 5; windows based)

It is possible to report alarms to the current ARA 5 system.

The following steps must be carried out for using the ARA 5 link:

- switch on the component;
- enter the URL or IP address of the ARA 5 computer;
- enter the port used
- use the correct location code. This can be found in the ARA 5 system.





7.4.11. Web portal

The web portal is enabled by default, allowing you to use the 'Adésys Alarm' app, set up the system remotely and receive software updates. We strongly recommend that you leave the web portal enabled.



If the web portal is disabled, we cannot guarantee that you have up-to-date software, and the device functions may be restricted as a result.

In addition, it will not be possible to use the Octalarm Connect SIP/VoIP connection and the Octalarm Connect SMTP/Email link.

Enabling/Disabling web portal

- Go to 'Settings'.
- In navigation, scroll to 'Web portal'.
- Press 'Change'.
- Check or uncheck 'Component enabled'.
- Press 'Save'.

8. Log

Filters

- Alarm messages
- Changes (audit trail)
- All

Alarm status

- Active (red)
- Rectified (green)
- Accepted (orange)

Logbook

Thu 07-05-2020 11:04
Alarm Octalarm Ingang 6 call-up succeed.

Thu 07-05-2020 11:04
Repeat alarm Octalarm Ingang 6 in 30 min.

Thu 07-05-2020 11:04
Octalarm Ingang 6 alarm restored.

Thu 07-05-2020 11:05
Octalarm Netstoring alarm.

Thu 07-05-2020 11:05
PSTN calls Peter on 0612345678.

Thu 07-05-2020 11:05
Call accepted by Peter.

Thu 07-05-2020 11:05
Alarm Octalarm Netstoring call-up succeed.

Thu 07-05-2020 11:05
Repeat alarm Octalarm Netstoring in 30 min.

Thu 07-05-2020 11:06
Octalarm Netstoring alarm restored.

Notifications

- Alarm message
- Repeat message
- Call list message

Date | time notification

The log lists all activities in chronological order. This creates a complete log, which is necessary for monitoring after malfunctions. The log contains several messages.

Alarm status change

- Active.
- Accepted.
- Recovered.

Thu 07-05-2020 10:58
Call accepted by Bryan.

Alarm types

- Input 1-8
- Power failure.
- Internal malfunctions.
- Multiple alarms.

Filters

- It is possible to make the log clearer by adding a filter. The following filters are available:
- alarms;
 - change log (audit trail);
 - all.

Alarms

The alarm message tells you which interface attempted to reach which contact and at what time. The interfaces you may find in the log are:

- PSTN
- GSM
- SMS
- VoIP
- Pager
- Email

It is also possible to filter on specific inputs or all alarms.

Change log (audit trail)

When the filter 'Change log' is clicked on, all changes are visible. A change log consists of: component] changed by [user].

Clicking on this message displays detailed information.



Unchanged settings are not shown.

Thu 07-05-2020 10:57
PSTN calls Dylan on 0687654321.

Thu 07-05-2020 10:58
Call to Dylan failed.

Thu 07-05-2020 10:58
GSM calls Bryan on +31656781234.

Thu 07-05-2020 10:58
Call accepted by Bryan.

Thu 07-05-2020 10:58
Alarm Octalarm Ingang 8 call-up succeed.

Thu 07-05-2020 10:58
Repeat alarm Octalarm Ingang 8 in 30 min.

Mon 15-03 08:41
Alarms changed by Administrator. Internal failures modified.

Mon 15-03 08:41
Alarms changed by Administrator. Power failure modified.

Mon 15-03 08:41
System localisation changed by Administrator.

Mon 15-03 08:41
System localisation changed by Administrator.

Mon 15-03 08:42
Location name changed by Administrator.

Mon 15-03 08:42
Interfaces changed by Administrator.

Mon 15-03 08:42
Interfaces changed by Administrator.

Mon 15-03 09:35
Contacts changed by Administrator. Maurice modified.

Mon 15-03 09:36
Alarms changed by Administrator. Input 2 modified.



The following groups can be filtered on the left-hand side:

- Contacts
- Call lists
- Alarms
- Alarms

All

The 'All' filter shows all logs and all changes.

Call list failed

If an alarm procedure has been run the maximum number of attempts without acceptance, the call out to the relevant call list has failed and the Octalarm-Touch Pro will repeat the alarm after the set waiting time, as outlined in chapter "6.1.1. Alarm settings (left side)".



9. App alarms and remote setup

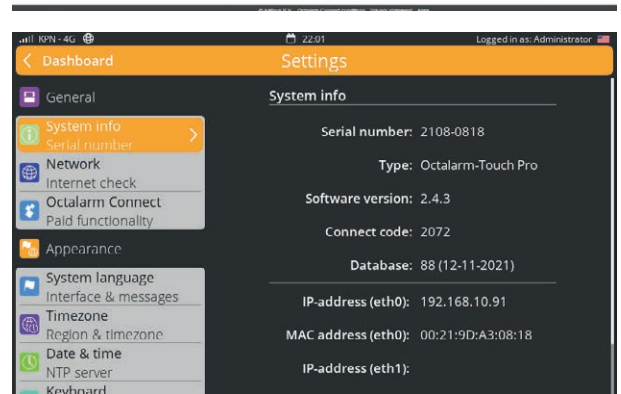
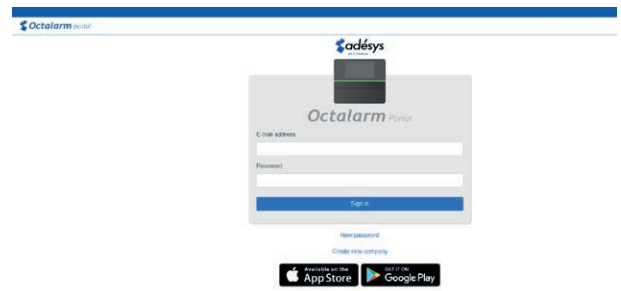
To use the 'Adésys Alarm' app and to enable remote setup, you will have to link the Octalarm-Touch Pro to your account on the portal:

- go to <https://portal.octalarm.com>
- create an account and log in;
- in the 'Devices' screen, press '+'
- enter the serial number and the pairing code. These can be found in the Octalarm-Touch Pro under 'Settings' | 'System information'.

On <https://portal.octalarm.com>, click on 'Apps' in the footer for a list of actions to take in steps 1 and 2.

Your system has now been connected to the portal and can be accessed remotely in various ways.

- ! To use the app and allow for remote setup, the web portal must be enabled on the Octalarm-Touch Pro. See chapter "7.4.11. Web portal" for more information about enabling/disabling the web portal on the Octalarm-Touch Pro.



9.1. App alarms with 'Adésys Alarm'

With the 'Adésys Alarm' app on your smartphone, you will have direct access to the status of the alarm devices linked to the app, be able to configure and manage your alarm devices, and have the option to use the fingerprint scanner, iris scanner or smartphone unlock code to accept alarms, depending on your smartphone.

- You can download the 'Adésys Alarm' app from the Google Play Store (Android) or the App Store (iOS).
- Log in with your portal account and give permission to receive notifications.



- ! To send alarms to the 'Adésys Alarm' app, add the Email address for the portal MAC account linked to the app to a contact in the Octalarm-Touch Pro and tick the box for app alarms in the relevant call list or lists. For more information on adding or editing contacts, see chapter "5.1. Adding and editing contacts". See chapter "5.2. Call lists" for more information about editing call lists.

- In the Octalarm-Touch Pro, add the e-mail address with which the contact is known in portal.octalarm.com to the contact person.
- In the Octalarm-Touch Pro, add a push to the relevant call list with an e-mail address with which the contact is known in the portal.octalarm.com.
- Link the call list to the desired alarm in the Octalarm-Touch Pro.

On <https://portal.octalarm.com>, click on 'Apps' in the footer for step-by-step instructions for setting up push alarms.

Both the 'Adésys Alarm' app and the Octalarm-Touch Pro are now ready for app alarms. With the 'Adésys Alarm' app, you can now set up your system remotely with your mobile phone.

9.2. Remote setup

Use the Octalarm portal **free of charge** to make online settings in the Octalarm-Touch Pro. After your Octalarm-Touch Pro has been linked to the portal, you can enable remote setup in two ways:

1. via the portal or via the 'Adésys Alarm' app

- go to <https://portal.octalarm.com> or open the 'Adésys Alarm' app
- log in;
- select the appropriate device under 'Devices'
- press 'Remote config';

Remote config



2. by entering the IP address in a web browser connected to the local network

- Locate the IP address of the Octalarm-Touch Pro under 'Settings' | 'System Information'.
- Using a web browser, enter the IP address.

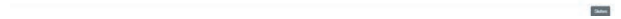
Both these routes will take you to the remote setup login screen.

Follow-up steps for remote setup .

- Enter your username and password. You filled in your credentials when setting the contact list for the Octalarm-Touch Pro;
see chapter "5. Contacts" for more information
- Press 'Login'

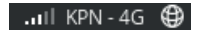


You can now remotely access the Octalarm-Touch Pro dashboard and configure your preferred settings using the familiar icons. Any changes made will be automatically forwarded to the alarm units. Press the Octalarm-Touch Pro logo or 'Dashboard' to return to the home screen for remote setup.



Before using remote setup, it is important to check the following:

- **Is the mobile connection stable?**



Check whether the mobile network has 1 or more bars of service (see top left of display). If this is not the case, an external antenna may be helpful. Adesys has developed the AA-109 (10m cable) or the AA-119 (20m cable) for this purpose.

- **Can the Octalarm-Touch Pro access the network?**

When using a wired network, make sure that the firewall settings are correct. Please consult our information sheet ['What to do when the company network has a firewall'](#) and discuss this with your network administrator.

In some cases, the Octalarm-Touch Pro may not be assigned an IP address. If this is the case, check the router/switch. Changing the duplex speed on the Octalarm-Touch Pro can also help.

See chapter "7.4.6. Ethernet" for more information

10. External IO: EM-8001 (external module)

The EM-8001 can be used to increase the number of inputs from 8 to 16 or 24, respectively. For information on storage and transport, safety regulations, recycling and disposal, warranty and liability or defects and repair, please refer to the [Quickstart EM-8001](#).

10.1. Installation

10.1.1. Mounting the external IO (EM-8001)

The EM-8001 can be mounted on walls and on 35mm DIN rails. When mounted on a DIN rail, the module can easily be used in system cabinets.

10.1.2. Connecting the external IO (EM-8001)

Powered by Octalarm-Touch Pro

To connect the EM-8001 to and power it via the Octalarm-Touch Pro, you need a 2-pair, 4-core cable. The cores are for:

- Pair 1: signal line A and B;
- Pair 2: power supply and ground wire.

The wiring diagram is shown on the front sticker.



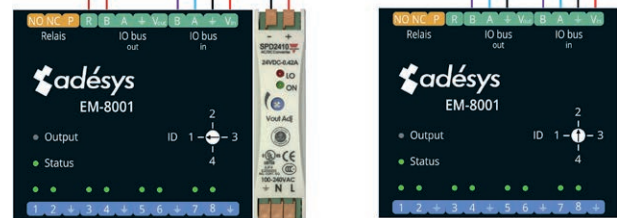
When using the relay, an external power supply is required. The power supply must be at least 15VDC.

External power supply

When using the EM-8001 with an external power supply, you need a 1-pair, 3-core cable. The cores are for:

- Pair 1: signal line A and B;
- Core: ground wire.

The wiring diagram is shown on the front sticker.



The power supply wire of the Octalarm-Touch Pro must not be connected to the EM-8001.

Signal lines for both power supply modes

The wires must be connected to the connector corresponding to the marking on the front sticker. The last EM-8001 on the bus will have to be terminated with a 120-ohm resistor. The EM-8001 features an integrated resistor: simply connect the 'R' and 'B' externally on the screw connector.

10.1.3. Slave ID

The EM-8001 works with a master/slave architecture, in which the Octalarm-Touch Pro acts as the master and the EM-8001 as the slave. Slaves must have a unique Slave ID.

To set the Slave ID on the modules, all you need is a screwdriver. When turning the screw, the LED above the corresponding input number will turn blue, corresponding to the selected Slave ID.

LED status indication (idle)

Number of flashes when idle	
1x	Slave ID 1
2x	Slave ID 2
3x	Slave ID 3
4x	Slave ID 4

10.1.4. Power

When mounted close together, the EM-8001 can be powered by the Octalarm-Touch Pro. When the units are further apart (> 100 m), it is recommended to always use an external power supply. This external power supply must meet the prescribed specifications and can be connected to the V and ground. Adesys can supply the SV-19 (DIN-rail-mounted power supply) or the SV-20 (mains adapter) for this purpose.

When using the relay, an external power supply is required. The power supply must be at least 15VDC.

10.1.5. Relay

The EM-8001 can activate a relay when an alarm is triggered. This relay can be set as an external warning light or external buzzer and will be triggered along with the Octalarm-Touch Pro. For relay settings, please go to 'Outputs'. See chapter "7.3.3. Outputs"

10.2. Configuration

- From the home screen (dashboard), go to the External IO screen.
- Press 'Add' to create a new module.
- Enter a recognisable name, such as 'Stable 1' or 'Boiler House'. This name will be used in alarm calls and in the log.
- Select the appropriate slave ID.
- Press 'Add'.
- Check the config to see if all slave IDs in the bus have been configured. If no other slave IDs are found after running 'Check config', the modules are ready for use.

With the addition of external IO, several menus have been changed.

Deleting an EM-8001 will also delete all settings for the external IO.

Dashboard change

Now that the Octalarm-Touch Pro can have up to 24 alarm inputs, the dashboard has been updated to allow users to view all alarms. Simply press the icon to show a list of all underlying alarms.

Alarms

In the 'Alarms' menu, you can now scroll down on the left-hand side. All added modules will be listed here. These can be set up and configured just as regular Octalarm-Touch Pro alarms. For more information, see chapter "6. Alarms".

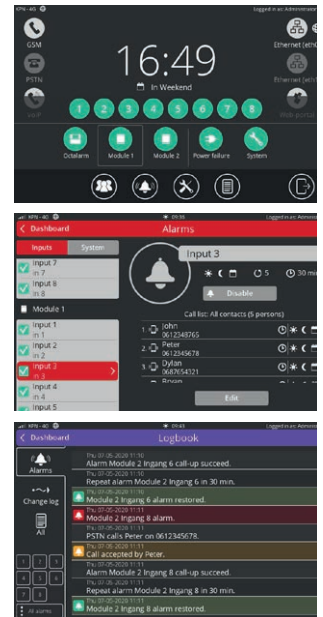
Log

The log has been updated to include external modules. When an alarm is triggered or returns to an idle state, the log shows the unit to which it belongs, e.g. Octalarm, module 1, module 2 or any name given to these units.

10.3. Input status

The EM-8001 has LEDs that show input statuses:

LED	Status
Off	Off
Green	Rest
Red	Active alarm
Flashing red	Recovery delay
Orange	Accepted
Flashing orange	Alarm delay





11. Technical specifications:

11.1. Octalarm-Touch Pro

System properties		
Contact inputs	Voltage	30VDC Max
	V_{il}	<3V
	V_{ih}	>4V
	Note	10k pull-up to 12VDC Input can be a contact to GND or a voltage
Relay contacts	Max load	30VDC / 2A, 30VAC / 1A (resistive load)
Open-drain outputs	Max switch voltage	12V/300mA
	Max load current	350mA
	Output voltage	12V/120mA
	Protection	Short-circuit, thermal
I/O bus	Output voltage	12V/100mA
	Driver	ISL3152 with external fail-safe biasing
PSTN	Line	RJ11
	Phone	RJ11
Ethernet	Type	10Base-T/ 100Base-T
	Auto MDIX	Yes
	Intended use	Indoor
GSM	Bands	LTE Cat. 4
		3G HSPA+
		FDD LTE: B1/B3/B5/B7/B8/B20 TDD LTE: B38/B40/B41 WCDMA: B1/B5/B8 GSM: 900/1800
	Bandwidth	1.4/3/5/10/15/20 MHz
Power consumption	Nominal	5 Watt
	Maximal	20 Watts
	I_{max}	0.2A
	Input voltage range	100 ... 240VAC +/- 10%, 50/60 Hz
Tag	Frequency	Number:
	Max range	10mm
Life expectancy (Calculated MTBF)	10.64 years, according to parts count method	



Enclosure and operating conditions	
Enclosure	Wall mounting
Dimensions (L x W x H)	280 x 242 x 42 (mm)
Weight	1360gr (with battery and GSM module)
Operating temperature	0°C ... +50°C
Storage Temperature	0°C ... +85°C
Relative humidity	20% - 85% (non-condensed)
IP code	IP42
Operating altitude	Up to 2000 metres
Regulations	
EMC	EN 301 489-1 V2.1.1 / EN301 489-3 V1.6.1
LVD	EN 62368

11.2. EM-8001 (external IO)

System properties		
Contact inputs	Voltage	30VAC or 30VDC max
	V _{il}	<4.4V
	V _{ih}	>4.7V
	Note	10k pull-up to 12VDC Input can be a contact to GND or a voltage
Relay contacts	Max load	30VDC / 1A, 30VAC / 1A (resistive load)
I/O bus	Cable type	RS485 Modbus cable (22 AWG), <i>see chapter 10.1.2 for more information</i>
	Length:	<1km
	Conclusion	120Ω
Power supply (external)	Power consumption	DC: 1 Watt AC: 1.5 Watt (rms), single-sided rectified 5 Watt (charging capacitor)
	I _{max}	0.2A
	Input voltage range	8 - 30VDC (When using the relay, the power supply must be at least 15VDC) 20 - 30VAC
Life expectancy (Calculated MTBF)	over 10 years	
Enclosure and operating conditions		
Enclosure	DIN rail (TS35) mounting and wall mounting	
Dimensions (L x W x H)	71 x 90 x 33 (mm)	
Weight	135 g	
Operating temperature	-30°C ... +70°C	
Storage Temperature	-40°C ... +85°C	
Relative humidity	20% - 85% (non-condensed)	
IP code	IP30	
Operating altitude	Up to 2000 metres	
Regulations		
EMC	Emission: EN 55032 (2012) + AC (2013), class B Immunity: EN 55024 (2010), 10Vrms	

More information on the website

