

AD2000 SERIES FAQ SHEET

1. Can the dialer be used as a stand-alone unit?
Yes. Purchase USP part# PB12P to provide both main power and battery backup. The PB12P plugs right into the 12vdc input jack on top of the dialer. **USP's warranty does not cover reverse polarity or lightning strikes and other acts of God.** When using electrical devices, we recommend using surge protection for any voltage feeding into this unit, i.e. phone line, power source, etc.
2. Can the dialer be programmed to isolate certain phone numbers to one or more inputs?
Yes. By programming your channel inputs, you can determine which numbers you want to be called out when a channel is activated.
3. Can the dialer call my numeric pager or cellphone?
Yes. Depending on the pager service, a delay may have to be inserted between the pager number and the pager code followed by a #, before entering the*. The pager number can be programmed for multiple pauses (each 1 pause is 2 seconds long) for a longer delay. For cellular phones it is recommended to add three pauses after the number before pressing *. Numbers can be programmed for multiple "pauses" (each "pause" is 2 seconds long) for a longer delay. See manual for more information on programming numbers.
4. How do I program the dialer for use with a PBX system?
Simply program the T-LINE for PBX ON and enter the digit that will acquire the outside line. This PBX number is universal for all programmed numbers. Once the dialer is activated, the dialer will issue the PBX number 50ms after connecting to the line, then wait for a dial tone and begin dialing.
5. How do I incorporate line seizure into my hookup?
You can use either the RJ11 jacks or the IN/OUT terminals inside the dialer. Connect the main telephone line to the LINE IN (RJ11) jack or IN terminals, then connect the phone to the LINE OUT (RJ11) or OUT terminals.
6. Why does my message sound garbled or muffled?
When you record your OGM, be sure to position yourself no closer than 2 inches but no farther than 15 inches away from the dialer. Try to eliminate any background noise.
7. How can I erase phone numbers or change voice messages from the dialer memory?
Program over the existing phone number or do not select that phone number when programming the channels. For voice, choose option #1 in the OGM options or record over the existing message.
8. How do I activate my dialer?
The dialer can be activated by a momentary or continuous input, a N.C. or N.O. dry contact (that either opens or closes in an alarm condition) or a voltage level/pulse.
9. Why doesn't my dialer activate when I apply a +12VDC on the input(s)?
The 1K-ohm resistor (provided) needs to be installed across the alarm output terminals of the alarm panel or across the input terminals of the dialer (such as; 1 and C). Program the specified input for Normally Closed (N.C.) activation. Dialer will activate once the input senses a voltage of 5-28VDC.
10. Why doesn't my dialer activate when I remove the applied +12VDC on the input(s)?
The 1K-ohm resistor (provided) needs to be installed across the alarm output terminals of the alarm panel or across the input terminals of the dialer (such as 1 and C). Program the specified input for Normally Open (N.O.) activation. Dialer will activate once the input senses that the voltage has been removed.
11. How can I install my dialer to work with a relay?
Attach the input leads of the dialer to the relay as follows: For Normally Closed activation; Input from dialer (such as; 1) to the Normally Closed (N.C.) terminal of the relay and common (C) from the dialer to common (C) on the relay. For Normally Open activation; Input from dialer (such as; 1) to the Normally Open (N.O.) terminal of the relay and common (C) from the dialer to common (C) on the relay. The coil of the relay needs to be connected to the alarm output.

12. Can I stop the dialer from continuing the dialing sequence once a dialing attempt is successful?

Yes. While the OGM is playing, press 1 on the touch-tone phone, then within 60 seconds press # twice consecutively to initiate the Remote Turn Off (RTO) feature. Too much background noise may prohibit this feature from activating. Once the alarm input has been restored to the non-alarm state, the input will then be re-armed.

13. Listen In and Two Way feature—**Please read carefully.** STEP A. To listen in only Press 1 before incoming message is completed. You can listen in for 60-second intervals. To extend listen in feature you **must** press 1 before 60 second expires. STEP B. Two-way conversation. You **must** first Press 1 before incoming message is completed. Then Press 2 to initiate two-way conversation. It is a half-duplex system so only one party can speak at a time.

**FCC PART 68
INFORMATION SUPPLIED TO THE USER**

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the enclosure. It contains the FCC Registration Number for this equipment. If requested, this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those entire devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11C. The RJ11C plug and/or jacks used must comply with FCC Part 68 rules.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

If trouble is experienced with this unit, for warranty or repair information, please contact customer service at the address and phone listed below. DO NOT DISASSEMBLE THIS EQUIPMENT. IT does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which the equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources.

Attn: CUSTOMER SERVICE DEPT.
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