International Concord™ Audio Verification Module (AVM)

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Central Station Operator Instructions

Product Summary

The International Concord™ Audio Verification Module (AVM) gives you (the central station operator) the ability to hear what's happening at the premises during an alarm and speak directly to the system owner. You can determine how serious an alarm is, find out what kind of help is needed, and dispatch the appropriate assistance.

You may need to use a telephone that is installed in parallel with the receiver telephone line. Contact your receiver manufacturer for instructions on how to install a parallel phone.

AVM Settings

The following attributes of the AVM were programmed by the installer. You should have them on file.

❑ Audio Verify
❑ Access Code
❑ Beep Delay
❑ Fire Shutdown
❑ Audio Mode
❑ Access Timeout
❑ Silent Talkback

Before You Initiate an AVM Session

Before you try to initiate an AVM session, you should check the customer's file for the following settings.

Audio Verify

This feature enables or disables the AVM. If the installer set audio verify to "off" then you will not be able to access the AVM.

Access Code

The installer may program a unique access code for each customer, which you should have on file. If the installer did not program an access code, then you will use the ✳ key to initiate an audio session.

Beep Delay

When you attempt to contact the panel to initiate an AVM session, the panel will respond with AVM access beeps to let you know that it is ready for the session. The Beep Delay setting determines how long the panel pauses after sending a report (in Instant mode) or after answering the phone (in the Callback modes) before sounding the AVM access beeps.

Fire Shutdown

This setting determines whether system sirens turn off during a fire alarm audio session. If the sirens do not shut down during the audio session, you may want to adjust your phone volume before initiating a session.

When the sirens shut down for the AVM session they are replaced by a tone every ten seconds. If the customer's system includes a Phone Interface/Voice Module (PIVM), the siren will be replaced by the PIVM announcing *"Fire Alarm."*

Initiating the AVM Session

The audio mode setting determines how you initiate an audio session with the AVM. There are three audio modes: Instant, Callback, and Callback Silent. Check the customer's file to see which audio mode the installer selected.

Instant

To initiate an AVM session with a panel programmed for Instant audio mode, pick up a parallel phone and simply press star ✳ (or enter the access code) after the panel alarm report is finished and the AVM access beeps start but before the access timeout expires.

Access Timeout

The access timeout determines how long the AVM holds the telephone line in the instant mode (while waiting for the telephone access key after reporting an alarm). The AVM controls the panel telephone line for the duration of the access timeout period.

Callback

This mode allows you access for an audio session with the AVM after one ring. Dial the phone number of the premises within 5 minutes after the panel sends an alarm report. The

panel will answer after one ring and begin sounding AVM access beeps. You must press ✳ (or enter the access code) within 20 seconds.

> **Note**
> The panel does not report any non-fire alarms in that partition during the Callback AVM session. Fire alarms from either partition and non-fire alarms from the other partition are still reported.

Callback Silent

This mode is similar to Callback, but the phone on the premises does not ring. Press ✳ or enter the access code immediately after the panel answers the phone.

During the AVM Session

This section gives you information you will need during the AVM session.

Silent Talkback

If this feature is enabled, you will always be able to talk to people on the customer's premises through the AVM.

If this feature is disabled, then you not be able to talk to people on the customer's premises during a silent alarm. During a silent alarm, you will only be able to listen to what is happening on the premises. During all other alarms you will be able to talk through the AVM.

Check your customer's files to see how the installer set Silent Talkback.

Sound Volume

The AVM microphone gain (volume) has two settings, high or low. The gain is automatically set to high when an AVM session is initiated. You can dial ⑥ to change the gain setting to low. Dial ⑩ or ③ to return to high gain.

> **Note**
> The speaker on the customer's premises is preset to full volume and is not adjustable.

If the AVM Session is Interrupted

If the customer disarms the panel during an AVM session, the panel disconnects the AVM session instantly.

If a fire alarm is triggered in the same partition as the initial alarm, or if any alarm is triggered in another partition

during an AVM session, the panel will sound an alarm tone through the AVM. The panel will then disconnect the AVM in order to report the new alarm.

Suspending the AVM Session

You can suspend the AVM session by dialing ⑧ + ⑧. This resets the 5 minute "callback window." This gives you time to call emergency personnel (if necessary) and then reinitiate the AVM session if you wish.

Testing

The panel must be programmed before testing, and you will need a helper on the premises to perform this test. Refer to the panel *installation instructions.*

> **Note**
> When testing the AVM from off-site, the optional panel features Audio Verify and Remote Access must be turned on, and the system must be in a non-alarm state.

When installation and programming are complete, test the AVM as follows.

> **Note**
> Optional feature 2Ring/Hang/2Ring must be on to work with steps 1 and 2. Otherwise, wait for 12 rings and the panel will pick up automatically.

1. Call the panel, let the phone ring twice, and hang up.
2. Call the panel again in 10 to 40 seconds. The panel answers *System hello*.
3. Dial the following on the phone:
   ▦ + **master or partition master code** + ▦ + ⑧ + **master or partition master code** + ⑤
4. You should now be able to hear your helper through the AVM.

> **Note**
> To protect customer privacy, a tone will sound over the premise speakers every 10 seconds to notify the occupants that the AVM is being tested.

5. Have your helper walk through the vicinity of the AVM while speaking at a normal conversation level.
6. Dial a ① and speak to your helper (if Silent Callback is disabled). To return to listen mode, dial a ③.
7. When testing is complete, dial ⑨ + ⑨ and hang up.

> **Note**
> AVM communication failure usually occurs because of panel programming errors. Have the installer check the programming selections made at the panel.

Using the AVM to Verify an Alarm

When an alarm is reported by an International Concord security system, locate that customers' file and review their AVM programming configuration. Use this information to complete the following procedure.

1. **Instant mode**. When the alarm report is completed and the AVM starts beeping, pick up a parallel phone and dial a ✳ (or enter the customer AVM access code) on the telephone keypad to initiate the AVM session. You must initiate the AVM session before the Access Timeout expires.
   Callback or Callback Silent mode. Dial the customer's system phone number within five minutes after the alarm report is completed. The panel will answer after one ring and you will hear the AVM beeping. Dial a ✳ (or enter the customer AVM access code) on the telephone keypad to initiate the AVM session.

   Note
   If a Fire alarm was reported and Fire Shutdown is not enabled, be prepared for the sound of the fire alarm and adjust your phone volume accordingly.

2. Listen to what is happening on the premises to determine whether or not an actual emergency exists. If the sounds are too loud, dial ⑥ to lower the microphone gain (volume).

   Note
   The panel will automatically end the AVM session after 90 seconds if it does not detect any tones from the operator's telephone. Dialing ⑦ resets this 90 second interval.

3. Dial a ① to speak to your customer through the AVM (if Silent Callback is disabled). Dial a ③ to resume listening.

4. Dial ⑧ + ⑧ to suspend the AVM session or ⑨ + ⑨ to end the AVM session. Hang up and dispatch the appropriate emergency personnel (if necessary).

AVM Commands

Command	Description
✳	Initiates the AVM session
①	Enables the operator to speak through the AVM.
⑥	Lowers the microphone gain (volume)
⓪ or ③	Returns microphone to high gain setting
⑦	Resets 90 second AVM interval.
⑧ + ⑧	Suspends the AVM session
⑨ + ⑨	Ends the AVM session.