



ONYXWorks NOTIFY IP

Installation & Operation Manual

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Fire Alarm System Limitations

While a fire alarm system may lower insurance rates, it is not a substitute for fire insurance!

An automatic fire alarm system—typically made up of smoke detectors, heat detectors, manual pull stations, audible warning devices, and a fire alarm control panel with remote notification capability—can provide early warning of a developing fire. Such a system, however, does not assure protection against property damage or loss of life resulting from a fire.

The Manufacturer recommends that smoke and/or heat detectors be located throughout a protected premise following the recommendations of the current edition of the National Fire Protection Association Standard 72 (NFPA 72), manufacturer's recommendations, State and local codes, and the recommendations contained in the Guide for Proper Use of System Smoke Detectors, which is made available at no charge to all installing dealers. These documents can be found at <http://www.systemsensor.com/html/applicat.html>.

A study by the Federal Emergency Management Agency (an agency of the United States government) indicated that smoke detectors may not go off in as many as 35% of all fires. While fire alarm systems are designed to provide early warning against fire, they do not guarantee warning or protection against fire. A fire alarm system may not provide timely or adequate warning, or simply may not function, for a variety of reasons:

Smoke detectors may not sense fire where smoke cannot reach the detectors such as in chimneys, in or behind walls, on roofs, or on the other side of closed doors. Smoke detectors also may not sense a fire on another level or floor of a building. A second-floor detector, for example, may not sense a first-floor or basement fire.

Particles of combustion or "smoke" from a developing fire may not reach the sensing chambers of smoke detectors because:

- Barriers such as closed or partially closed doors, walls, or chimneys may inhibit particle or smoke flow.
- Smoke particles may become "cold," stratify, and not reach the ceiling or upper walls where detectors are located.
- Smoke particles may be blown away from detectors by air outlets.
- Smoke particles may be drawn into air returns before reaching the detector.

The amount of "smoke" present may be insufficient to alarm smoke detectors. Smoke detectors are designed to alarm at various levels of smoke density. If such density levels are not created by a developing fire at the location of detectors, the detectors will not go into alarm.

Smoke detectors, even when working properly, have sensing limitations. Detectors that have photo-electronic sensing chambers tend to detect smoldering fires better than flaming fires, which have little visible smoke. Detectors that have ionizing-type sensing chambers tend to detect fast-flaming fires better than smoldering fires. Because fires develop in different ways and are often unpredictable in their growth, neither type of detector is necessarily best and a given type of detector may not provide adequate warning of a fire.

Smoke detectors cannot be expected to provide adequate warning of fires caused by arson, children playing with matches (especially in

bedrooms), smoking in bed, and violent explosions (caused by escaping gas, improper storage of flammable materials, etc.).

Heat detectors do not sense particles of combustion and alarm only when heat on their sensors increases at a predetermined rate or reaches a predetermined level. Rate-of-rise heat detectors may be subject to reduced sensitivity over time. For this reason, the rate-of-rise feature of each detector should be tested at least once per year by a qualified fire protection specialist. Heat detectors are designed to protect property, not life.

IMPORTANT! Smoke detectors must be installed in the same room as the control panel and in rooms used by the system for the connection of alarm transmission wiring, communications, signaling, and/or power. If detectors are not so located, a developing fire may damage the alarm system, crippling its ability to report a fire.

Audible warning devices such as bells may not alert people if these devices are located on the other side of closed or partly open doors or are located on another floor of a building. Any warning device may fail to alert people with a disability or those who have recently consumed drugs, alcohol or medication. Please note that:

- Strobes can, under certain circumstances, cause seizures in people with conditions such as epilepsy.
- Studies have shown that certain people, even when they hear a fire alarm signal, do not respond or comprehend the meaning of the signal. It is the property owner's responsibility to conduct fire drills and other training exercise to make people aware of fire alarm signals and instruct them on the proper reaction to alarm signals.
- In rare instances, the sounding of a warning device can cause temporary or permanent hearing loss.

A fire alarm system will not operate without any electrical power. If AC power fails, the system will operate from standby batteries only for a specified time and only if the batteries have been properly maintained and replaced regularly.

Equipment used in the system may not be technically compatible with the control panel. It is essential to use only equipment listed for service with your control panel.

Telephone lines needed to transmit alarm signals from a premise to a central monitoring station may be out of service or temporarily disabled. For added protection against telephone line failure, backup radio transmission systems are recommended.

The most common cause of fire alarm malfunction is inadequate maintenance. To keep the entire fire alarm system in excellent working order, ongoing maintenance is required per the manufacturer's recommendations, and UL and NFPA standards. At a minimum, the requirements of NFPA 72 shall be followed. Environments with large amounts of dust, dirt or high air velocity require more frequent maintenance. A maintenance agreement should be arranged through the local manufacturer's representative. Maintenance should be scheduled monthly or as required by National and/or local fire codes and should be performed by authorized professional fire alarm installers

Installation Precautions

Adherence to the following will aid in problem-free installation with long-term reliability:

WARNING - Several different sources of power can be connected to the fire alarm control panel. Disconnect all sources of power before servicing. The control unit and associated equipment may be damaged by removing and/or inserting cards, modules, or interconnecting cables while the unit is energized. Do not attempt to install, service, or operate this unit until this manual is read and understood.

CAUTION - System Reacceptance Test after Software Changes. To ensure proper system operation, this product must be tested in accordance with NFPA 72 after any programming operation or change in site-specific software. Reacceptance testing is required after any change, addition or deletion of system components, or after any modification, repair or adjustment to system hardware or wiring.

All components, circuits, system operations, or software functions known to be affected by a change must be 100% tested. In addition, to ensure that other operations are not inadvertently affected, at least 10% of initiating devices that are not directly affected by the change, up to a maximum of 50 devices, must also be tested and proper system operation verified.

This system meets NFPA requirements for operation at 0°C to 49°C (32°F to 120°F) and at a relative humidity 93% ± 2% RH (non-condensing) at 32°C ± 2°C (90°F ± 3°F). However, the useful life of the system's standby batteries and the electronic components may be adversely affected by extreme temperature ranges and humidity. Therefore, it is recommended that this system and all peripherals be installed in an environment with a nominal room temperature of 15-27° C/60-80° F.

Verify that wire sizes are adequate for all initiating and indicating device loops. Most devices cannot tolerate more than a 10% I.R. drop from the specified device voltage.

Like all solid state electronic devices this system may operate erratically or can be damaged when subjected to lightning-induced transients. Although no system is completely immune from lightning transients and interferences, proper grounding will reduce susceptibility. Overhead or outside aerial wiring is not recommended, due to an increased susceptibility to nearby lightning strikes. Consult with the Technical Services if any problems are anticipated or encountered.

Disconnect AC power and batteries prior to removing or inserting circuit boards. Failure to do so can damage circuits.

Remove all electronic assemblies prior to any drilling, filing, reaming, or punching of the enclosure. When possible, make all cable entries from the sides or rear. Before making modifications, verify that they will not interfere with battery, transformer, and printed circuit board location.

Do not tighten screw terminals more than 9 in-lbs. Over-tightening may damage threads, resulting in reduced terminal contact pressure and difficulty with screw terminal removal.

Though designed to last many years, system components can fail at any time. This system contains static-sensitive components. Always ground yourself with a proper wrist strap before handling any circuits so that static charges are removed from the body. Use static-suppressive packaging to protect electronic assemblies removed from the unit.

Follow the instructions in the installation, operating, and programming manuals. These instructions must be followed to avoid damage to the control panel and associated equipment. FACP operation and reliability depend upon proper installation by authorized personnel.

FCC Warning

WARNING: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for class A computing device pursuant to Subpart B of Part 15 of FCC Rules, which is designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense.

Canadian Requirements: This digital apparatus does not exceed the Class A limits for radiation noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

Le present appareil numerique n'emet pas de bruits radio-electriques depassant les limites applicables aux appareils numeriques de la classe A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada. Cet appareil numerique de la classe A est conforme a la norme NMB-003 du Canada.

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Section 1 About NOTIFY IP

NOTIFY IP is software that enables live paging from an ONYXWorks® Workstation with microphone input. Microphone input may also be recorded into a temporary file to be previewed by an operator before being played out. Paging is restricted to one Workstation at a time per target network (or group of target networks). NOTIFY IP can also trigger audio sequences on a DVC to provide pre-recorded output; this does not require a microphone. Paging is supported through an NFN gateway to a DVC with attached DAA loop, amplifiers and speakers. NOTIFY IP supports multiple gateways and DVCs. NOTIFY IP can be installed on a dedicated Ethernet (TCP/IP) network, or part of an enterprise (or corporate) Ethernet (TCP/IP) network.



NOTE: NOTIFY IP is recognized by UL as a supplemental reporting device.



NOTE: NOTIFY IP does not fully function on a Workstation in text mode. Audio points can be created while the Workstation is in text mode, but they cannot be accessed without a Workstation screen.



NOTE: DAA's are not strictly required by NOTIFY IP. A combination of control modules set up with CCBE equations can also be used to activate speakers.

1.1 Compatibility

■ High Speed NCM Compatibility

NOTIFY IP is only compatible with High Speed NCMs with these version numbers or later:

- HSNCM kernel: 1.2.4
- HSNCM firmware: 20.1.1



CAUTION: High Speed NCM Compatibility

Pages sent across network architecture which includes earlier High Speed NCM versions may not function correctly.

1.2 Functional Parameters

This table provides information about the functional parameters of a NOTIFY IP system. These limits are well above what is generally needed for even large fire systems.

Table 1.1 NOTIFY IP System Parameters

Feature	Description
All Call, Evacuation, Inactive, and Alert Type Paging Groups	
Message Route	Live Microphone to: <ul style="list-style-type: none">• DVCs• Zones
DVCs Supported	100 per group
Zones Supported	100 per group

Table 1.1 NOTIFY IP System Parameters

Feature	Description
Networks Supported	50
Live Type Paging Groups	
Message Route	Live Microphone to: <ul style="list-style-type: none"> • PAM Points • Zones
Pam Points Supported	100 per group
Zones Supported	100 per group
Networks Supported	50
Sequence Type Paging Groups	
Message Route	Prerecorded Audio to: <ul style="list-style-type: none"> • PAM Points • DVCs • Zones
Pam Points Supported	100 per group
DVCs Supported	100 per group
Zones Supported	100 per group
Networks Supported	50
Paging Activation Icons	
Icons to activate paging groups can be placed on any Workstation screen.	
Network Limitation	
Only one paging group at a time can be activated for a given network.	

1.3 NOTIFY IP System Architecture



CAUTION: High Speed NCM Compatibility

Pages sent across network architecture which includes High Speed NCM versions earlier than:

HSNCM kernel 1.2.4
HSNCM firmware 20.1.1

may not function correctly.



CAUTION: Redundant Gateway Failure Delay

If a system has a redundant gateway and one gateway goes down while paging, up to 30 seconds of paging may be lost while the redundant gateway takes over.

. If a system has redundant gateway and one gateway goes down while paging, up to 30 seconds of paging may be lost.

NOTIFY IP is a system of interconnected software and hardware that broadcasts live or pre-recorded voice messages on DVCs. It communicates the voice and commands through an NFN gateway and over an IP network.

ONYXWorks System Architecture Diagrams

A NOTIFY IP system must include at least one UL/ULC listed ONYXWorks[®] Workstation. The Workstation transmits voice pages over the Ethernet network, and then through a high speed NFN gateway across the NFN network to a DVC digital voice command module. The DVC broadcasts the pages to attached speakers.



CAUTION: High Speed Gateway Connection Only

NOTIFY IP works with either NFN networks or high speed NFN networks. However, **the ONYXWorks[®] Workstation running the NOTIFY IP software must be connected to the fire system network through a high speed NFN gateway** (either PC or embedded).

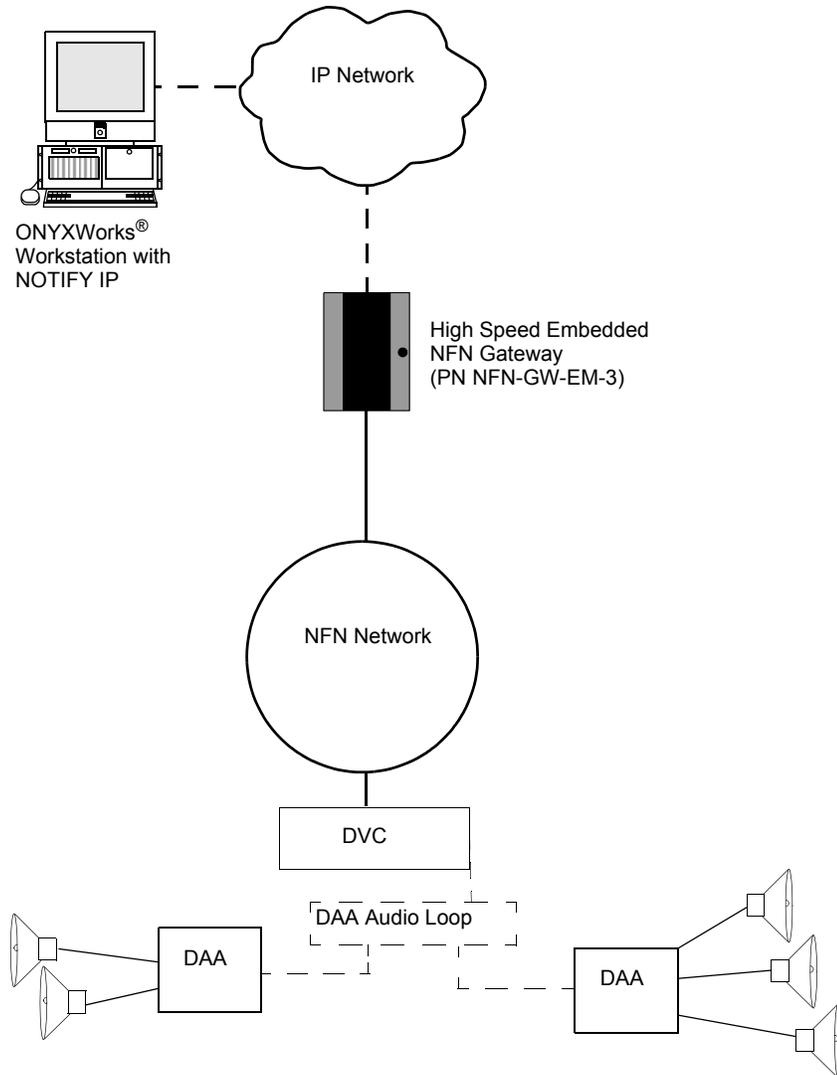


Figure 1.1 NOTIFY IP System Example—Embedded NFN Gateway

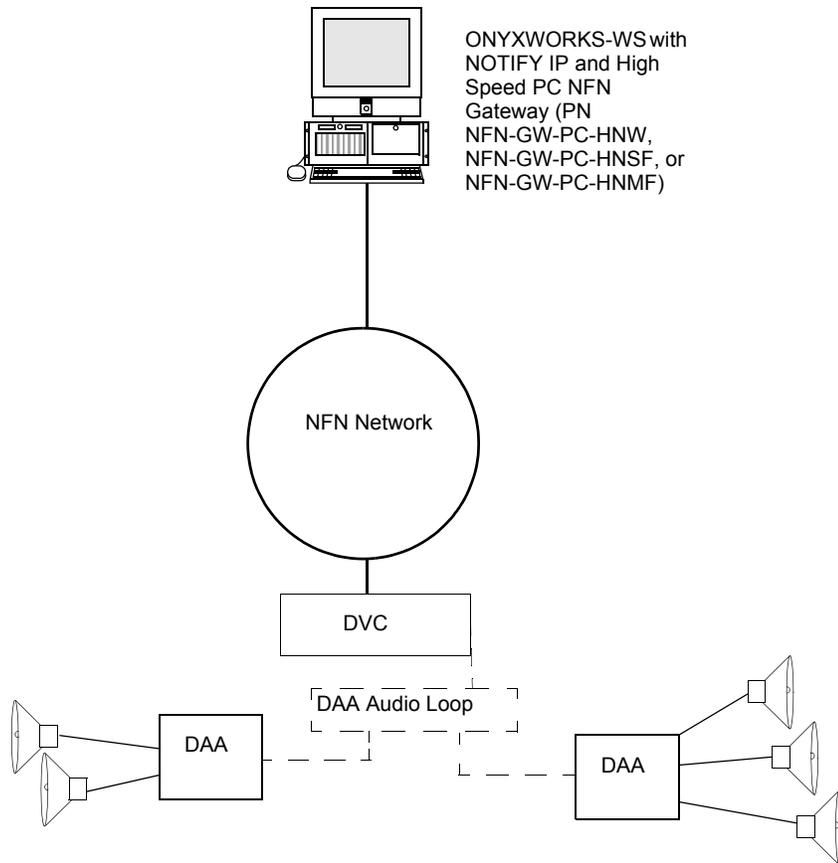


Figure 1.2 NOTIFY IP System Example—NFN PC Gateway

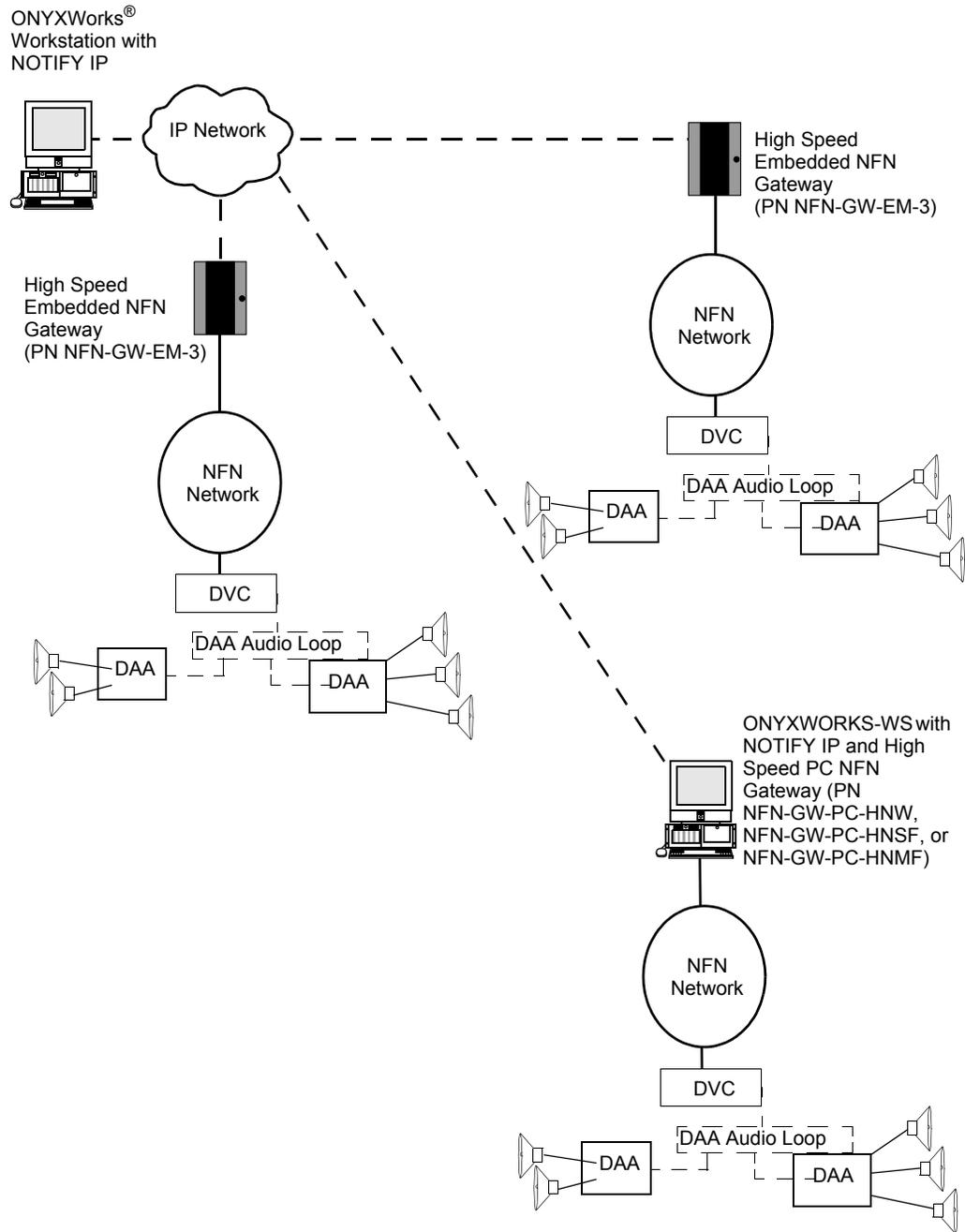


Figure 1.3 NOTIFY IP System Example—Multiple NFN Networks

1.4 Agency Listings



NOTE:

UL 864, 9th Edition—ONYXWorks systems work with products that have been UL 864, 9th Edition listed as well as products that have not received UL 864, 9th Edition certification. Operation of systems that are comprised of equipment that is UL 864, 9th Edition listed together with products that are not UL 864, 9th Edition listed requires the approval of the local Authority Having Jurisdiction (AHJ).

CAN/ULC-S559-04, 1st Edition—ONYXWorks systems work with products that have been CAN/ULC-S559-04, 1st Edition listed as well as products that have not received CAN/ULC-S559-04, 1st Edition certification. Operation of systems that are comprised of equipment that is CAN/ULC-S559-04, 1st Edition listed together with products that are not CAN/ULC-S559-04, 1st Edition listed requires the approval of the local Authority Having Jurisdiction (AHJ).

1.4.1 Compliance

This product has been investigated to, and found to be in compliance with the following standards.

National Fire Protection Association

- **NFPA 72**—National Fire Alarm Code

Underwriters Laboratories

- **UL-294**—Access Control System Units, Fifth Edition
- **UL-864**—Control Units for Fire Alarm Systems, Ninth Edition
- **UL-1076**—Proprietary Burglar Alarm Units and Systems, Fifth Edition
- **UL-2017**—General-Purpose Signaling Devices and Systems, First Edition

Underwriters Laboratories Canada

- **CAN/ULC-S527-99**—Standard for Control Units for Fire Alarm Systems, Second Edition
- **CAN/ULC-S559-04**—Equipment for Fire Signal Receiving Centres and Systems, First Edition

1.4.2 Installation

This product is intended to be installed in accordance with the following regulatory agencies.

Local

- **AHJ**—Authority Having Jurisdiction

National Fire Protection Association

- **NFPA 70**—National Electrical Code
- **NFPA 72**—National Fire Alarm Code
- **NFPA 101**—Life Safety Code

Underwriters Laboratories Canada

- **CAN/ULC-S524-06**—Standard for the Installation of Fire Alarm Systems, Fifth Edition
- **CAN/ULC-S561-03**—Installation and Services for Fire Signal Receiving Centres and Systems, First Edition

Canada

- **CSA C22.1**—Canadian Electrical Code, Part I, Safety Standard for Electrical Installations


WARNING: Installation

Improper installation, maintenance, and lack of routine testing could result in system malfunction.

1.5 Environmental Requirements

This product must be installed in the following environmental conditions:

- Temperature range of 0°C to 49°C (32°F - 120°F).
- 93% humidity non-condensing at 30°C (86°F).



WARNING: Paging via NOTIFY IP is unsuitable for any life safety event.

Paging via NOTIFY IP is unsuitable for any life safety event such as fire, emergency, and/or mass notification signalling. Such operation requires the approval of the local Authority Having Jurisdiction (AHJ). NOTIFY IP is recognized by UL as a supplementary reporting device.

1.6 Related Documentation

The following is a list of documentation resources related to the NOTIFY IP system.

- *ONYWorks[®] NFN Gateway Embedded* (PN 52306)
- *ONYWorks[®] NFN Gateway PC* (PN 52307)
- *ONYWorks[®] Workstation Manual* (PN 52342)
- *ONYWorks[®] Configuration Tool* (PN 53038)
- *ONYWorks[®] NFN Gateway-3 Embedded* (PN 53369)
- *ONYWorks[®] NFN PC Gateway with HS-NCS* (PN 53370)
- *DVC/DAA Digital Audio Manual* (PN 52411)
- *Digital Audio Amplifiers Document* (PN 52410)
- *AA Series Audio Amplifiers Manual* (PN 52526)
- *VeriFire Tools Online Help* (PN VERIFIRE-TCD)



NOTE: The contents of this manual are important and must be kept in close proximity of the Workstation. If building ownership is changed, this manual including all other testing and maintenance information must also be passed to the current owner of the facility. A copy of this manual was shipped with the equipment and is also available from the manufacturer.



NOTE: Each ONYXWorks manual, which can be found on the ONYXWorks documentation CD-ROM, should be referenced when installing them.

Section 2 Activating NOTIFY IP

NOTIFY IP is installed when its components are set up on an NFN network. NOTIFY IP requires these components:

- at least one ONYXWorks[®] Workstation
- at least one NFN gateway
- at least one Digital Voice Control unit (DVC)
- a digital audio loop
- digital audio amplifier (DAA) and attached speakers

Refer to “[Related Documentation](#)” on page 14 for information about these components.

NOTIFY IP must be activated in order to function. To activate NOTIFY IP, insert a USB key programmed for NOTIFY IP into the USB port on the back of the ONYXWorks[®] Workstation.



CAUTION: USB Key

The USB Key must be fully plugged in and illuminated in order for NOTIFY IP to function correctly.

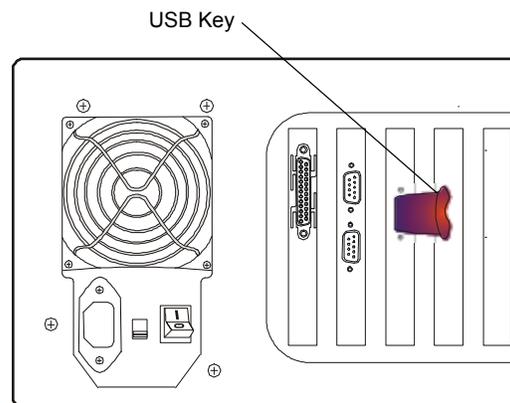


Figure 2.1 USB Key

Section 3 Configure NOTIFY IP

NOTIFY IP is intended to be used to send live or pre-recorded voice messages during non-emergency general paging. Emergency and relocation messages should not be broadcast over NOTIFY IP.

3.1 Create Audio Groups

An audio group is a description of how NOTIFY IP will route voice paging to a specific set of speakers. The different audio group types let you choose different ways of specifying a set of speakers. They also offer a method for configuring a wave (.wav) audio file sequence, for paging, in advance.

Audio Group Types



All Call—This sends the page to all audio devices on every node selected in the group.



Evacuate—This sends the page only to selected amplifiers programmed as “Evacuate.”



Inactive—This sends the page only to selected amplifiers with no active tasks. Select this group type for low priority pages only.



Alert—This sends the page only to selected amplifiers programmed as “Alert.”



Direct—This allows you to individually specify speakers from the VeriFire database to receive the page, according to their database label.



Sequence—This allows you to activate an audio sequence. The audio sequence must be loaded into a DVC before it can be imported by NOTIFY IP.

To Create An Audio Group

Follow these steps to create an audio group:

■ Log Into The ONYXWorks® Workstation

Step 1. Launch the Workstation. From the Windows taskbar, click **Start** ⇒ **Programs** ⇒ **Facilities** ⇒ **Monitoring** ⇒ **Workstation**.

Step 2. From the Workstation menu, click **File** ⇒ **Login...**

The User Login dialog opens.

Step 3. Click the master account (“Admin”), and then type the password. (The default master account password is **admin**.)

Step 4. Click **OK**.

■ Launch The Configuration Tool Objects Editor

Step 5. From the Workstation menu, click **Configure** ⇒ **Launch Configuration Tool**.

The configuration tool opens.

Step 6. Click **Screen Objects**.



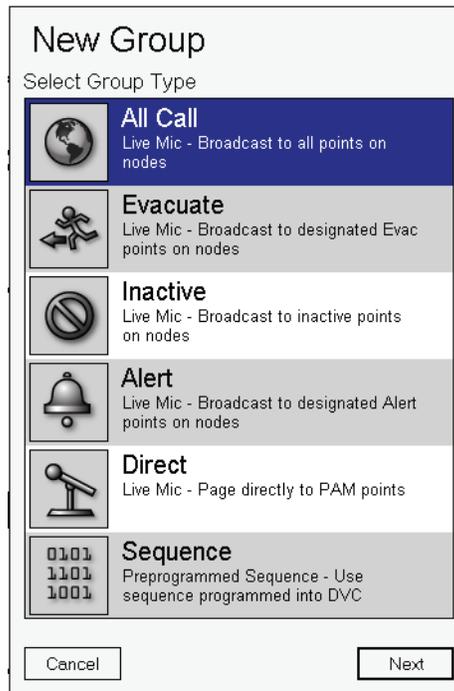
Screen Objects

Add and edit objects on screens. Objects include devices, navicons, macro buttons, audio buttons and information labels.

The Edit Objects window opens.

■ Create Audio Group

Step 7. Click **Tools** ⇨ **Audio Group Manager...**



NOTE: If an audio group has already been created on this Workstation, you will see a list of all created audio groups. In that case, click **Add** to open the New Group dialog. Otherwise, the New Group dialog opens automatically.

Step 8. Click the type of group to create, and then click **Next**.

Step 9. Type a name for the group, and then click **Finish**.

Step 10. For each node or PAM point to be included in the audio group, click the item, and then click .

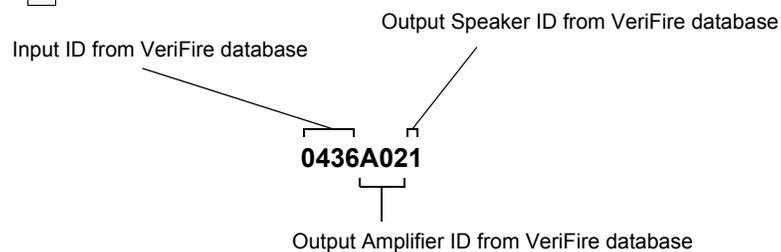


Figure 3.1 PAM Point Format



NOTE: Only the Direct and Sequence audio group types provide choices of individual PAM points. PAM points for all other group types are chosen automatically based on how the PAM points are designated in the VeriFire database.



NOTE: PAM points are filtered based on group type. If you don't see the points you want, you may have chosen the wrong group type.

Step 11. Click to expand network zones.

Step 12. For each zone to be included in the audio group, click the zone, and then click .

During a page, devices in included zones are activated based on Fire Alarm Control Panel (FACP) configuration. CCBE equations, programmed in VeriFire Tools, determine which devices each FACP activates when its zone is activated. This can include strobe lights and other alert indicators, automatic door locking/unlocking, or other device types.

Step 13. Click **Save**.

Step 14. Click **Exit** to exit audio group manager.

Once an audio group is associated with a button placed on a Workstation screen, it can be used for live paging. Refer to "Create Audio Buttons".

3.2 Create Audio Buttons

Create audio buttons and place them on a Workstation screen to enable live paging for audio groups. Follow these instructions to create and configure audio buttons:

To Create An Audio Button

Step 1. Log into the Workstation. For more information, refer to "Log Into The ONYXWorks[®] Workstation" on page 17.

Step 2. Launch the configuration tool objects editor. For more information, refer to "Launch The Configuration Tool Objects Editor" on page 17.

The Edit Objects window opens.

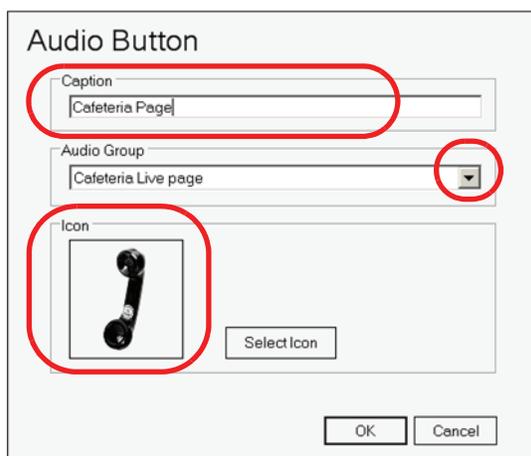
Step 3. Using the tree in the navigation pane on the left side of the Edit Objects window, navigate to the screen where you want the audio button to appear on the Workstation.

Step 4. Click **Add** ⇒ **Audio Button...**

Step 5. Enter a caption (a label for the button).

Step 6. Select your created audio group from drop menu.

Step 7. Click the icon to open the Workstation icon dialog.



Step 8. Select an icon to represent the audio group on the Workstation screen, and then click **Open**.

Step 9. Click **OK** to close the Audio Button dialog.

The audio button appears in the objects pane of the Edit Objects screen.

Step 10. Right click an audio button icon for a list of editing options such as cut and copy.

Step 11. When you are finished creating and placing audio buttons, click **Exit** to exit the Edit Objects window.

Step 12. Click **Exit** to exit the configuration tool.

Step 13. Click **Yes** to save your changes.

3.3 Configure Paging Privileges

Paging privileges for each ONYXWorks® Workstation user are configured separately using the configuration tool. To set up paging privileges for a user, follow these steps:

Step 1. Log into the Workstation. For more information, refer to “[Log Into The ONYXWorks® Workstation](#)” on page 17.

■ Launch The Configuration Tool User Editor

Step 2. From the Workstation menu, click **Configure** ⇒ **Launch Configuration Tool**.

The configuration tool opens.

Step 3. Click **User Editor**



The User Editor window opens.

Step 4. Click the user name in the left pane, and then click **Edit**.

Step 5. Under the Audio heading, check the box beside **Allow Paging**.

Step 6. Type a number between 1 and 1000, or use the up and down arrows to set a paging priority for this user. Pages from users with lower priority numbers will automatically preempt those from users with higher priority numbers.



NOTE: If two users with equal paging priority page the same target network(s), the first page received is given priority.



NOTE: Paging is always allowed from the master account (“Admin”). However, you may adjust the paging priority for the master account.

Step 7. Click **OK**.

Step 8. Click Exit to exit the User Editor.

Step 9. Click **OK** to acknowledge the warning.

Step 10. Click **Exit** to exit the configuration tool.

Step 11. Click **Yes** to save your changes.

Section 4 Voice Paging



NOTE: Voice paging works only on a Workstation running in Graphics Mode.

Voice paging is only available once audio groups have been created and associated buttons have been placed on the screen(s). For more information, refer to [Section 3, “Configure NOTIFY IP”](#), on page 17.

4.1 Making A Page



NOTE: If you attempt to send a voice page when the Workstation software is running on a computer without the sound driver required for voice paging, NOTIFY IP returns the message, “The sound driver does not support paging.”

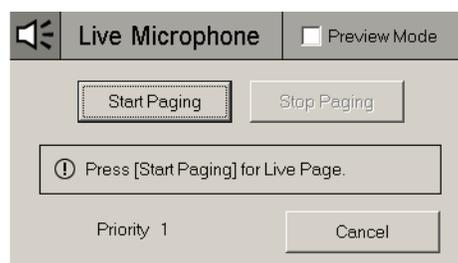
Follow these steps to page with NOTIFY IP:

■ Log Into The ONYXWorks® Workstation

- Step 1. Launch the Workstation. From the Windows taskbar, click **Start** ⇒ **Programs** ⇒ **Facilities** ⇒ **Monitoring** ⇒ **Workstation**.
- Step 2. From the Workstation menu, click **File** ⇒ **Login...**
The User Login dialog opens.
- Step 3. Click the master account (“Admin”), and then type the password. (The default master account password is **admin**.)
- Step 4. Click **OK**.

■ Select Paging Group

- Step 5. Use the navigation tree in the left pane of the Workstation window to navigate to the screen which contains the audio button for the paging group you want.
- Step 6. Click the audio button.
The Live Microphone dialog opens for All Call, Evacuate, Inactive, Alert or Direct type audio groups.



NOTE: The paging priority for the active user account appears in the lower left corner of the Live Microphone dialog. For more information about paging priority, see [“Configure Paging Priveleges”](#) on page 20.

- a. Click **Start Paging** to begin paging live.
- b. Speak into the microphone to page.
- c. Click **Stop Paging** when done.
Alternatively, check the **Preview Mode** box to record a message in the Live Microphone mode.

The Record Message dialog appears.



- a. Click **Record** to begin recording a page.
- b. Speak into the microphone to record your page.
- c. Click **Stop** when done recording.
- d. Click **Play** to hear a preview of your recorded page.

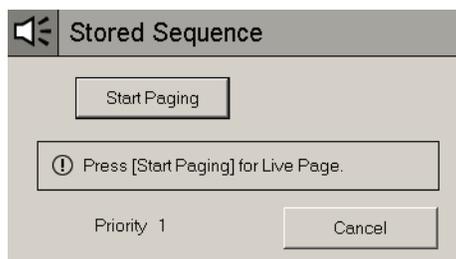


NOTE: Use the up and down arrows to select the number of times for a recorded page to repeat automatically. Messages recorded in Preview Mode may be automatically repeated up to nine times.

- e. Click **Start Paging** to begin broadcasting your recorded page.
- f. Click **Stop Paging** when done to stop broadcasting your recorded page.

OR,

The Stored Sequence dialog opens for Sequence type audio groups.



NOTE: The paging priority for the active user account appears in the lower left corner of the Stored Sequence dialog. For more information about paging priority, see [“Configure Paging Privileges” on page 20.](#)

- a. Click **Start Paging** to begin broadcasting the audio sequence.

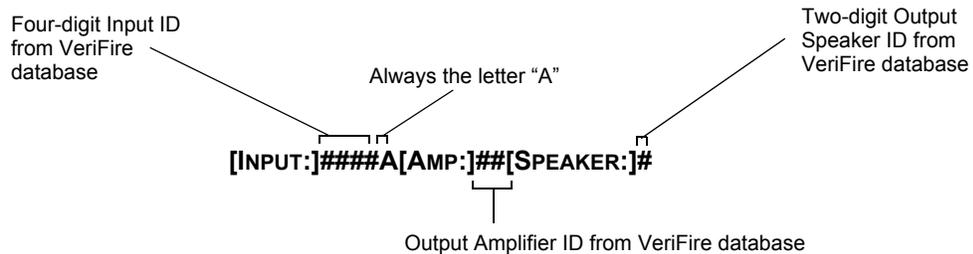
Section 5 Troubleshooting

5.1 Configuration Problems

5.1.1 Problems with Audio Point Selection

PROBLEM: I want to configure an audio point, but it is not listed.

EXPLANATION: Check the audio group type. Different group types allow for different audio points to be configured. PAM addressing is complex. A single PAM point specifies both the input source (e.g. live mic, sequence) and output amp and speaker. The input source of the PAM selected must match the input type expected for the Audio Group Type selected. PAM address format is as follows:



For example, **1035A011** = input 1035, Amp 1, Speaker 1. This point would be used for a 'Direct' group, since input 1035 is always used for direct paging.

Table 5.1 Valid Audio Point Configurations

Audio Group Type	Audio Points Available
ALLCALL	Nodes only
EVAC	• Nodes only • DVC handles PAM point activation
INACT	
ALERT	
DIRECT	PAM points constrained to input = 1035 only
SEQUENCE	PAM points constrained to Inputs between 31 and 1030 inclusive

5.1.2 Missing Audio Points

PROBLEM: DVCs or their PAM points are not listed in selectable audio points.

SOLUTION: First refer to [Section 5.1.1, “Problems with Audio Point Selection”, on page 23](#). If this does not help, the Configuration Tool most likely does not have knowledge of the desired point(s). You have two options:

- Add the point manually.
- Import the DVC’s Verifire database. If there are problems importing the database, make sure the DVC’s database version is up to date. If not, update the panel database using Verifire Tools and try again.

5.2 Activation Problems

5.2.1 Page Broken / Incomplete

If a system has a redundant gateway and one gateway goes down while paging, up to 30 seconds of paging may be lost while the redundant gateway takes over.

5.2.2 Problems Reported After Paging

Any problems which occur during the page are reported upon completion:

Network Disconnected—No communication to target network. This may indicate that a GW is the wrong version. Note that all gateways using paging must be version 3.12 or later.

Preempted by DVC—The DVC was already paging.

Preempted by another Workstation—A user with higher audio priority was paging during your page.

Audio Inactive—No Microphone input was detected for 30 seconds. Check Mic input.

Preempted by Gateway—Another gateway was paging.

Trouble—The desired speaker was in a Trouble state.

Disabled—The desired speaker was Disabled.

5.2.3 Problems Reported During Or After Paging

Problems which can occur either before or after the page include:

All Networks Disconnected—Possible IP trouble, check local IP connection. Also see “Network Disconnected,” above.

The Audio Group is empty—Bad configuration. Refer to “[Create Audio Group](#)” on page 18.

Audio driver failed to initialize—Restarting the Workstation computer may fix this problem.

Sound driver does not support paging—Make sure the Workstation is running on the approved Workstation computer.

5.3 Problems Involving Group Types

PROBLEM: Evac or Alert pages do not work as expected.

EXPLANATION: Evac and Alert pages are set up in order to override Evac or Alert sequences set up by the DVC. An Evac or Alert page will not sound unless a DVC is already sounding a sequence which is set up as the corresponding type (Evac or Alert).

5.4 Group Type Hierarchy*

*Behavior is as follows, as long as the “Network Workstation” input is moved near the top of the priority list on the DVC:

- All-Call pages take over the entire DVC.
- Sequence and Direct pages take control of the speakers specified in their PAM points.
- Evac pages take control of speakers actively engaged in an Evac sequence.
- Alert pages take control of speakers actively engaged in an Alert sequence .
- Inact pages sound on any speakers on the DVC which are not currently being paged to.

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