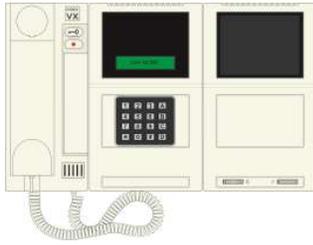


## CONCIERGE UNIT (2210A, 2210V)



The Digital Concierge has an alphanumeric keypad ("0" to "9", "\*", "#", and "A" up "H" by means of four buttons with double letter function), a mode button (night, day, off) "●" and a door open button  and a 2 line 16 character LCD display with back light. This device enables the intercommunication between concierge and user, door and concierge, door and user and two users, the booking of up to 48 user calls and the storing of up to 48 user activated alarms. The video version is equipped with a



colour or monochrome flat screen monitor with brightness and contrast controls (brightness and colour on the colour version)

### OPERATION

The mode button "●" switches the concierge between operating modes. There are 3 operating modes (off/night/day). To switch from one to another, press the button until a beep is heard and the message relevant to the current mode is shown on the display.

Off mode: The display shows "**OFF MODE**" and all functions of the unit are deactivated. The external calls will go directly to the user. The concierge cannot answer internal or external calls and cannot receive alarm signals.

Day position: The display shows "**DAY MODE**". All calls are processed by the concierge and the operator can use all functions of the unit. The concierge can make and receive calls to and from the apartments and can receive and store all incoming alarms.

Night position: The display shows "**NIGHT MODE**". Same operation as "DAY MODE" but the external calls go directly to the apartment with the exception of calls addressed to the concierge (calls made to apartment number with phone ID. "1").

Calls from outdoor stations: the concierge rings, the monitor switches on and the displays shows "**D.X – APP:YYYYYY**" where X indicates the door from which the call originates and YYYYYY indicates the flat number of the called user.

- The operator can divert the call to the called user by pressing the "\*" button for 2 seconds without picking up the handset (the display will show the message "**CONNECTED**"). Alternatively, pick up the handset and speaking to the visitor; the display shows "**SPEAK**" and then shows again the number of the called user. The operator can now take any of the following steps:
  1. Open the door by pressing the door opening button, display shows "**DOOR OPEN**", an acoustic signal will be heard during the opening of the door, the conversation will end and the operator can replace the handset;
  2. call the requested user by pressing "\*" (or type in an different apartment number and press "\*"), the display shows "**CALLING**", the video signal is forwarded to the called apartment (only for video installations), the outdoor station is put on hold and the operator can talk to the user who can then decide to take the call or not.
    - a) If the user accepts the call, the operator must press "\*" again to transfer the call, the display shows "**CONNECTED**", the user can talk to the visitor and the operator can replace the handset.
    - b) In case the user does not answer, the operator must press (for about 1 sec) "#" to return to the visitor. In case the user answers and replaces the handset, the operator will be automatically re-connected to the outdoor station.
- If the operator is absent or can't answer, the display will show the message "**P.X→FLAT:YYYYYY**" relevant to the last call received; to delete the message, the operator must to pick up the handset and press "#".

The operator can stop the conversation between the visitor and the user at any time by picking up the handset and pressing "#".

### Call from an apartment:

The calls from the apartments are logged on the concierge and answered at the discretion of the operator but always in the order of receipt. When an internal call is received, the display shows the generic message "**CALL FROM FLAT**", the concierge emits an acoustic signal (with different tone) and the operator can take the following steps:

1. Pick up the handset to start answering the booked calls;
2. The display shows the message "**FLAT:XXXXXX→CONC**" where "XXXXXX" is the flat number of the user who has booked the call;

3. The operator can delete the call by pressing “#” or call them back by pressing “\*”:
    - a) If the operator chooses to delete the call, the concierge restarts from step (2) showing the next booked call (if there are other booked calls), otherwise it goes back to the stand-by condition (the display shows the message relevant to selected operation mode);
    - b) If the operator choose to take the call, the concierge calls the user;
  4. The display shows the message “**CALLING**”; if the apartment doesn’t answer, the operator can replace the handset and restart from step (1). If the apartment answers, the display will show the message “**SPEAK**”; operator and user are connected and the apartment can choose to close the conversation or to ask the operator to be connected with another apartment (intercommunication):
    - a) If the apartment replaces the handset, the conversation ends; if there are other calls to answer (the concierge rings) the operator can restart from step (1) otherwise the concierge will return to the stand-by condition;
    - b) If the apartment requests intercommunication with another apartment, the operator must enter the apartment number requested on the keypad and then press “\*”;
  5. When two users are connected, the display shows the message “**INTERCOM.**” and the operator can replace the handset. As soon as the conversation ends, the concierge goes back to the stand-by condition. The intercommunication can be interrupted at any time by the operator picking up the handset and pressing “#”.
  6. If there are other booked calls (the concierge rings) the operator can restart from step (1) otherwise the concierge will go back to the stand-by condition.
- Any conversation in progress can be interrupted at any time by an external call (External calls take priority).

Call from the Digital Concierge to the apartment

The operator can contact any apartment from the concierge by picking up the handset, entering the relevant apartment number and pressing “\*”;:

1. the display shows “**CALLING**”;
2. if the user answers, the display will show “**SPEAK**”. If the user doesn’t answer, the operator can end the call by replacing the handset.

The communication can be interrupted at any time by an external call (External calls take priority).

Receiving alarms from an apartment

The concierge can receive and store up to 48 alarms from the apartments.

1. the concierge starts to emit an acoustic signal on every alarm received and at the same time the display shows the message “**ALARM**” until the operator clears all alarms;
2. to clear the received alarms, the operator must press for 1sec “**A**” without picking up the handset; then the display will show the message “**ALARM:XXXXXX**” on the first row and the message “**N:YY**” on the second row where “**XXXXXX**” is the flat number where the alarm has been generated and “**YY**” is the number of alarms to clear including the one shown.

When “**YY**” = 1 (last alarm), the concierge stops emitting the acoustic signal; press “**A**” again and the concierge will return to stand-by mode.

**OPERATION NOTES**

- a. To use the letters “**E**” to “**H**” press the relevant button twice: “**A**” becomes “**E**”, “**B**” becomes “**F**”, “**C**” becomes “**G**” and “**D**” becomes “**H**”;

Opening the speech from the concierge to a door station without being called first: With the concierge in DAY or NIGHT mode, pick up the handset, select a number from 1 – 9 (For doors addressed from 1 – 9) and then press “●”. The display will show ‘**SPEAK**’ once the speech path has been established.

Opening a door from the concierge without being called first With the concierge in DAY or NIGHT mode, pick up the handset, select a number from 1 – 9 (For doors addressed from 1 – 9) and then press the “**→0**” button. The display will show ‘**DOOR OPEN**’.

**DIP-SWITCHES**

Switch	Status	Operation
1	ON	Divert a call address 180 if the call is not answered within 20 seconds.
2	ON	Enable parallel connection of 2 concierges. This switch must be “ON” for Both concierges.
3	ON	Enable the use of Art.2204N isolation PCB's.
4	ON	Disable alarms. Alarms can instead be processed by one or more Art.512DR if installed in the system and addressed as 255.

Note: Power up with 1 pressed to disable door calls in DAY mode. (Display shows ‘**NO DOOR CALL**’ during start up.

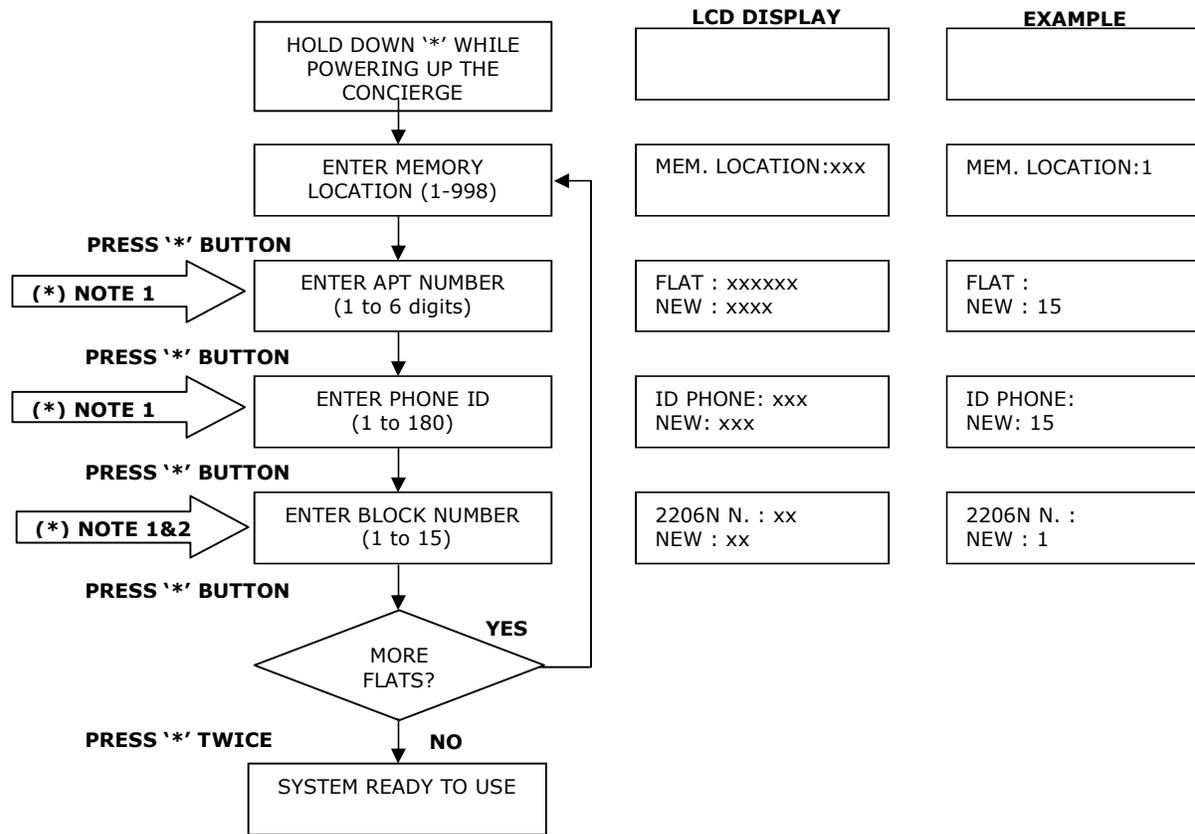
### TRIMMERS

Two POT's are also located within the concierge. The one to the right of the PCB adjusts the speech balance towards the apartments and the one to the left adjusts the speech balance towards the doors.

### PROGRAMMING

The concierge has two main operational modes (Main and standard). Main mode is only used on systems which include 2206N devices. Standard mode is used for all other system types. To switch the system into main mode power up with '0' pressed, to switch to standard mode power up with '#' pressed

Programming can be carried out using the concierge keypad and display as shown in the flowchart below or via a PC connected to the jack socket on the top edge of the concierge.



#### NOTES:

- (\*) NOTE 1 → To confirm the same value press '\*' twice.
- (\*) NOTE 2 → This only appears when the concierge is in main mode.

#### PROGRAMMING NOTES

- a. The programming (combining the phone ID address and the apartment number) must be the same as digital door units or must correspond to the call button on the functional units in order to have the correct flat number on the concierge display.
- b. During the programming, the system is off line and no calls will go through;
- c. The insertion of incorrect values is indicated by error messages. The unit will wait for a correct input before moving on.
- d. When programming via the PC software the concierge must be in **OFF** mode. Follow the instructions supplied with the PC software (Note. Follow the same procedure to program the Concierge as would be used to program a digital door panel).

#### TECHNICAL SPECIFICATION

Memory capacity : 998 memory locations  
 Working voltage : 13 Vdc +/- 10%  
 Max. absorption : about 350 mA  
 Working temperature : -10 +50 C°