Amigo emergency telephone

Contents

EN81-28:2018 compliant

Safety and usage cautions

Before installing our products, we recommend you to consult the section about safety and usage cautions at the link below

Product description

AMIGO is a programmable phone dialler for lifts, complying with EN 81-28 norm requirements.

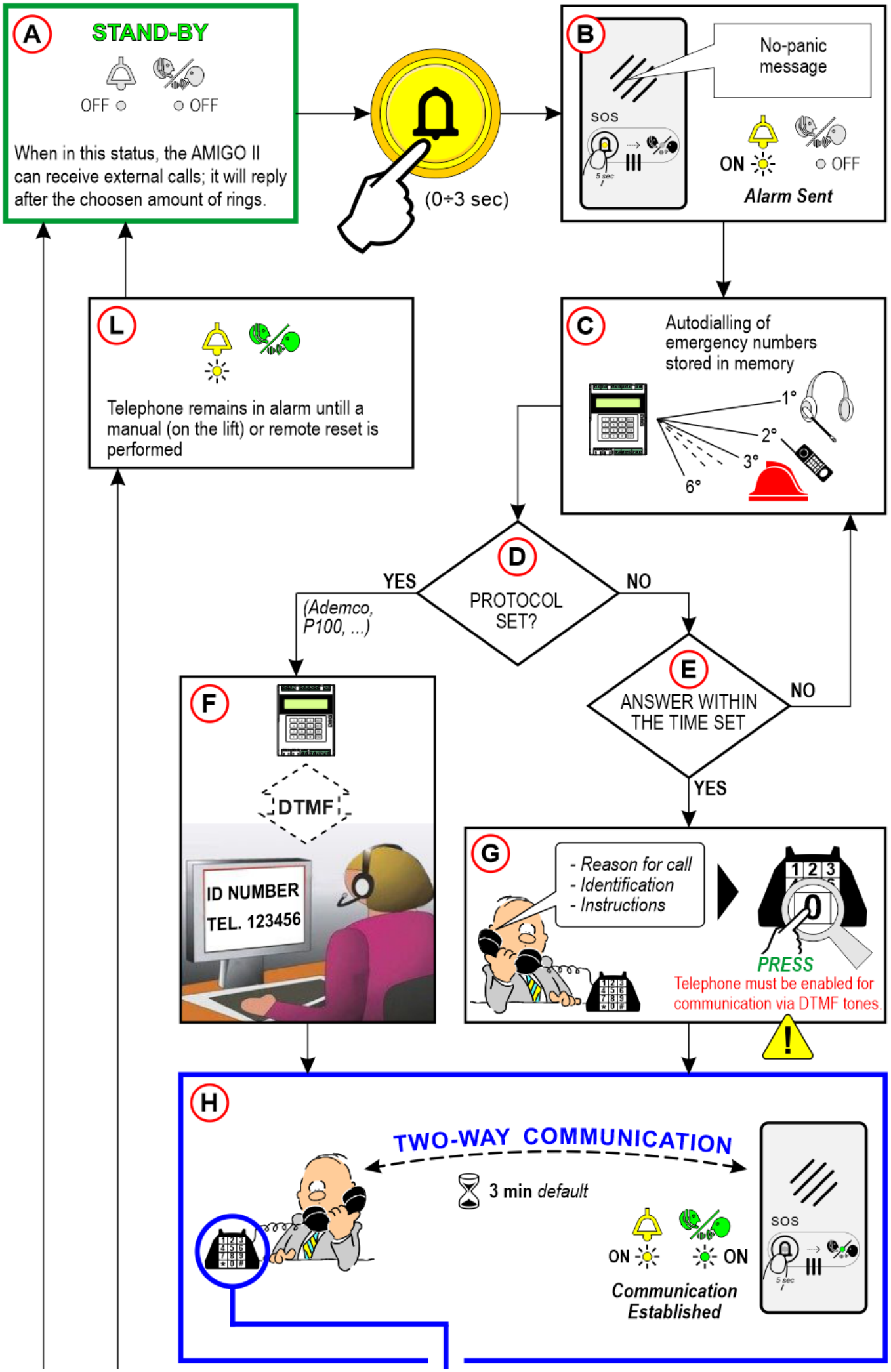
Main functions

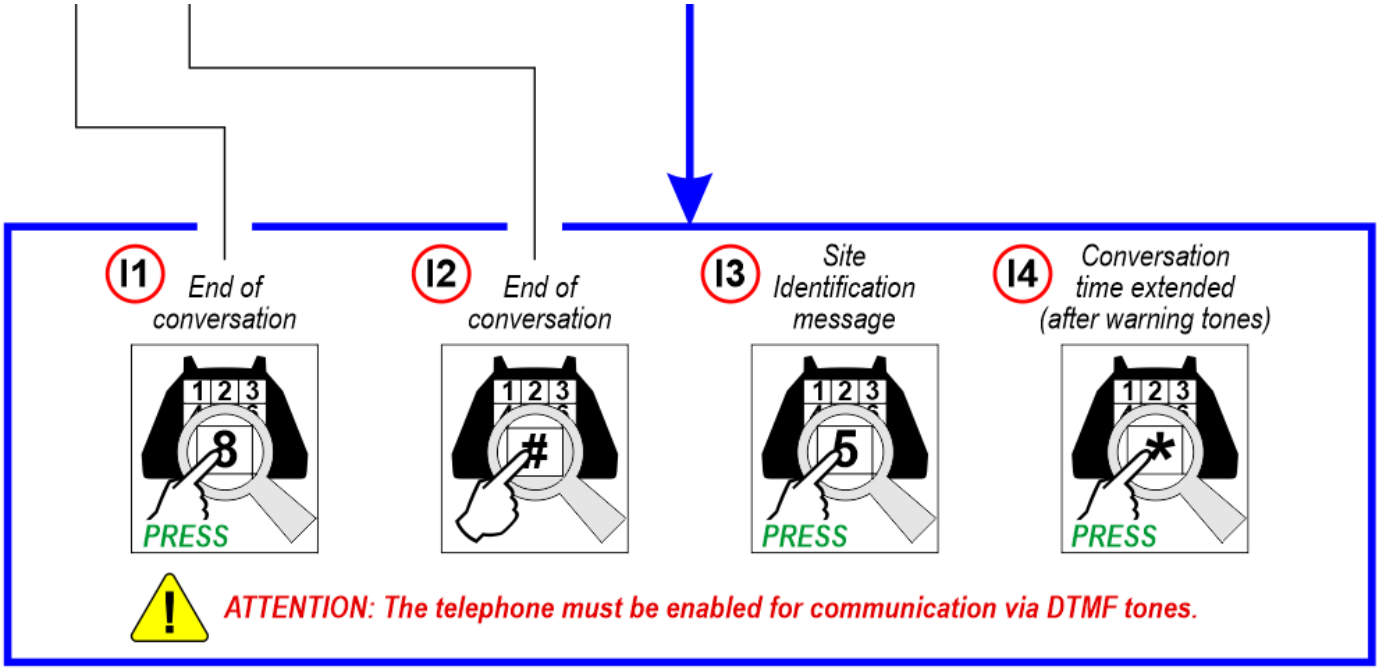
- 1 phone number dedicated to service calls.
- Messages preloaded for 6 languages.
- Programmation unit with LCD screen and keyboard (16 keys).
- Dialler status visible on LCD display.
- Two-way communication time programmable by the user.
- Service call to/from external call center.
- Manual dialing feature to check phone line availability.
- Interphone system between machine room and devices.
- Possibility of connecting two or more devices on the same phone line.
- Remote programming.

EN81-28 functions

- Store capacity up to 6 phone numbers for emergency calls – EN81-28 § 4.2.1
- Possibility of recording ten customized messages: “Site identification”, “Low battery charge”, “Regular operation”, “No-panic message”, “Rescue message”, “Filter on alarm message”, “End alarm message”, “Alarm message”, “Technical test message”, “Instructions message” – EN81-28 § 4.1.6.
- Automatic test – EN81-28 § 4.2.1.
- Manual test – EN81-28 § 5.2.
- End of alarm mode – EN81-28 § 4.1.2.
- Power supply test – EN81-28 § 4.1.3.
- Alarm filters management in case of working system or open doors with elevator car at floor (EN81-28 § 4.1.5).
- On-board “Alarm sent” / “Communication established” indicators (EN81-28 § 4.1.4)
- Local or remote alarm reset management (EN81-28 § 4.1.2)

Description of alarm cycle


A
STAND-BY
OFF
OFF
When in this status, the AMIGO II can receive external calls; it will reply after the choosen amount of rings.
(0÷3 sec)
B
No-panic message
SOS
5 sec
ON
OFF
Alarm Sent
C
Autodialling of emergency numbers stored in memory
1°
2°
3°
6°
D
PROTOCOL SET?
YES
(Ademco, P100, ...)
NO
E
ANSWER WITHIN THE TIME SET
NO
YES
F
DTMF
ID NUMBER
TEL. 123456
G
- Reason for call
- Identification
- Instructions
1 2 3
0
PRESS
Telephone must be enabled for communication via DTMF tones.
L
Telephone remains in alarm untill a manual (on the lift) or remote reset is performed
H
TWO-WAY COMMUNICATION
3 min default
ON
ON
Communication Established
SOS
5 sec



A) – Stand-By: When in this status, the AMIGO telephone can receive external calls; it will reply after the choosen amount of rings.

B) – No-panic message.

C) – Autodialling of emergency numbers stored in memory. If all programmed numbers are called without reply for the programmed number of times, the line is disconnected, the “alarm sent” LED stays on and the Emergency Telephone returns to the stand-by mode, ready to start a new alarm cycle.

D) – Protocol set ? (Yes / No).

E) – Answer within the time set (Yes / No).

F) – If the Amigo II is connected to a DTMF tones enabled communication center, all service messages and the system ID will be sent as DTMF tones. Voice messages are therefore disabled.

G) – Reason for call / Identification / Instructions. Attention: The telephone must be enabled for communication via DTMF tones.

H) – Two-way communication.

I) – Attention: The telephone must be enabled for communication via DTMF tones.

I1 / I2) – End of conversation.

I3) – Site Identification message.

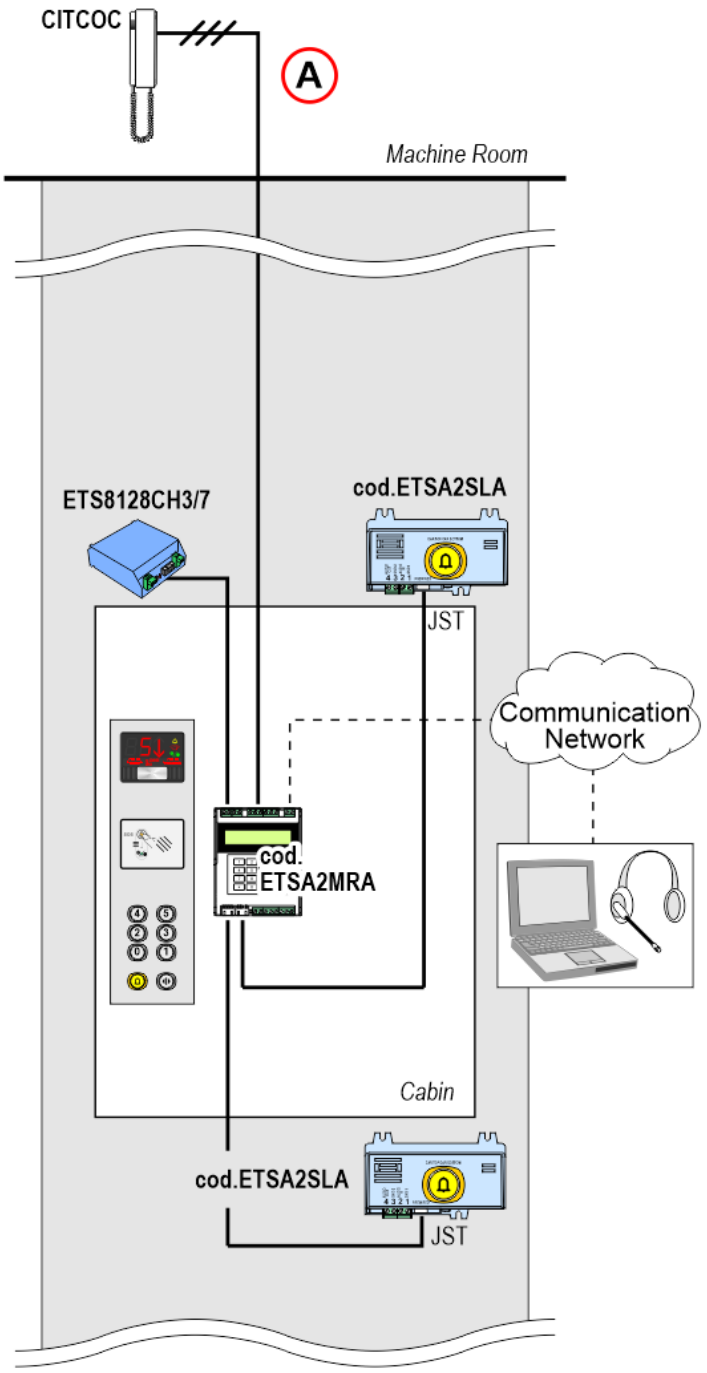
I4) – Conversation time extended (after warning tones).

L) – Telephone remains in alarm untill a manual (on the lift) or remote reset is performed.

Installation

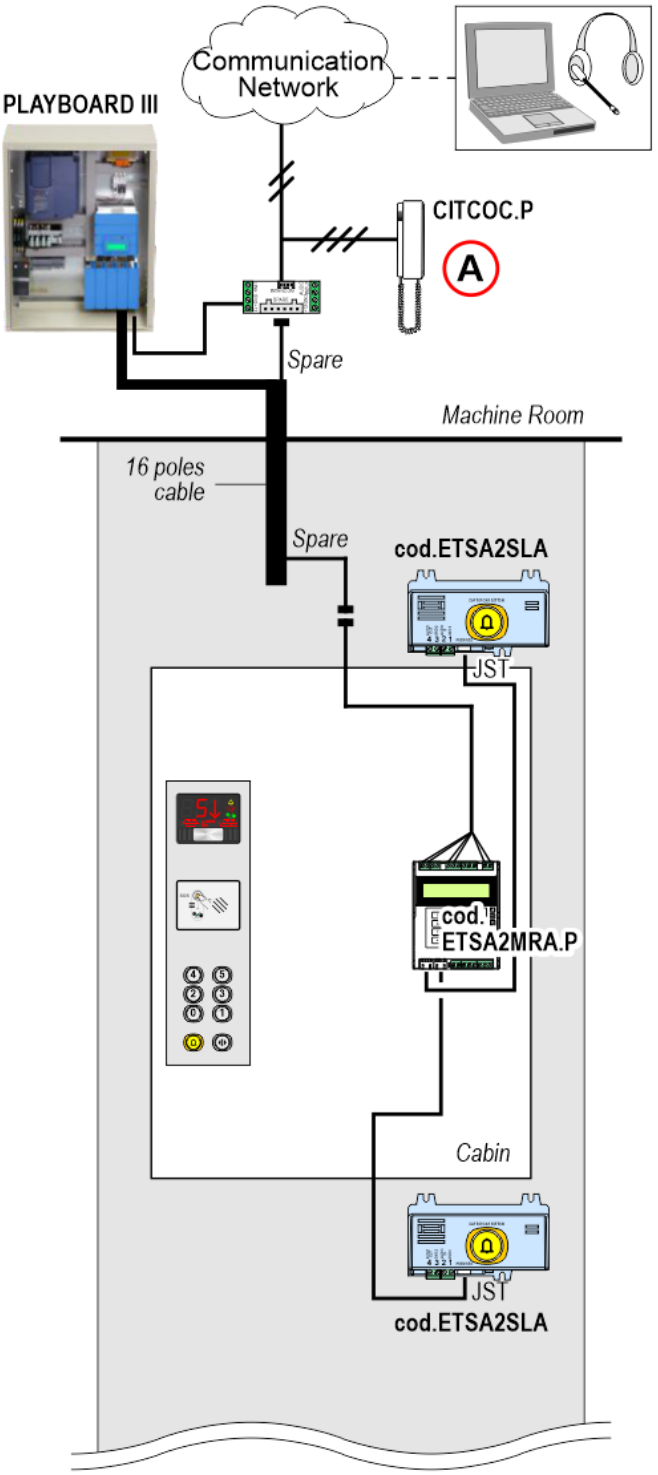
Configurations

Standard configuration



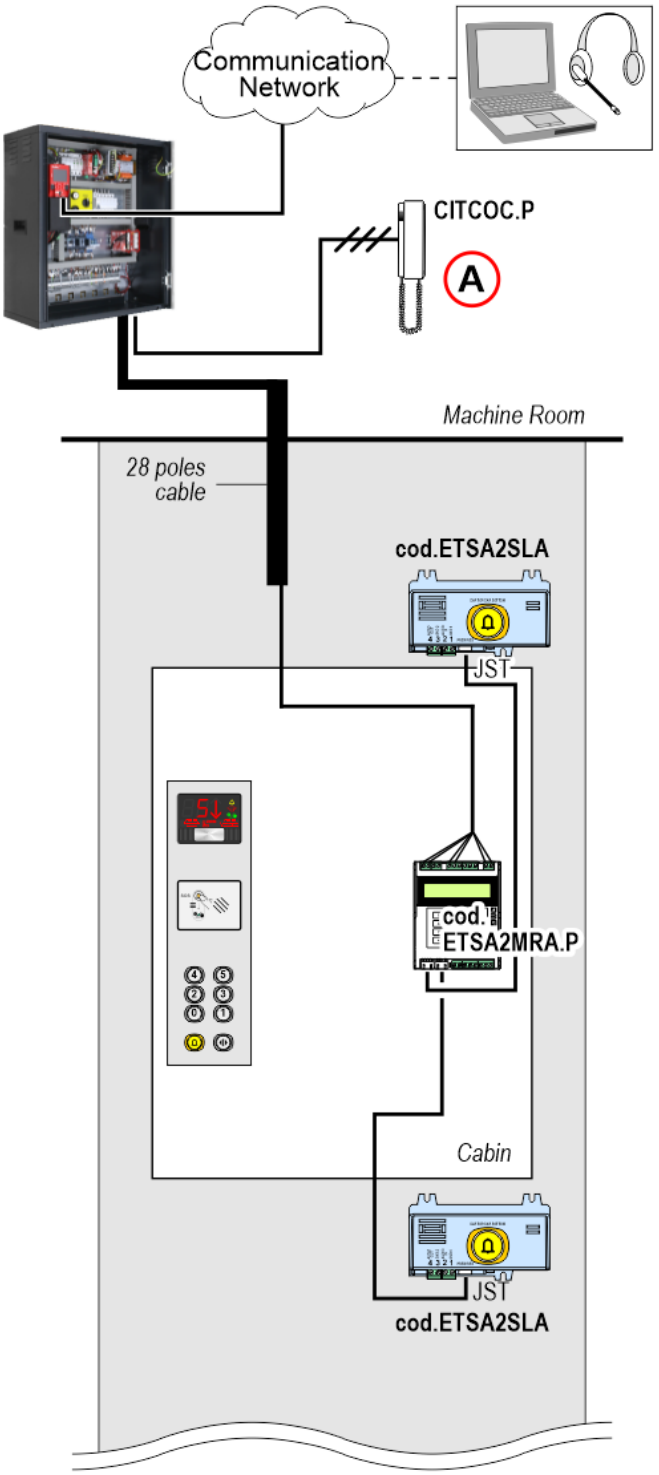
A) – Just pick up the handset to talk to the other installed devices.

Pitagora V3 configuration



A) – Just pick up the handset to talk to the other installed devices.

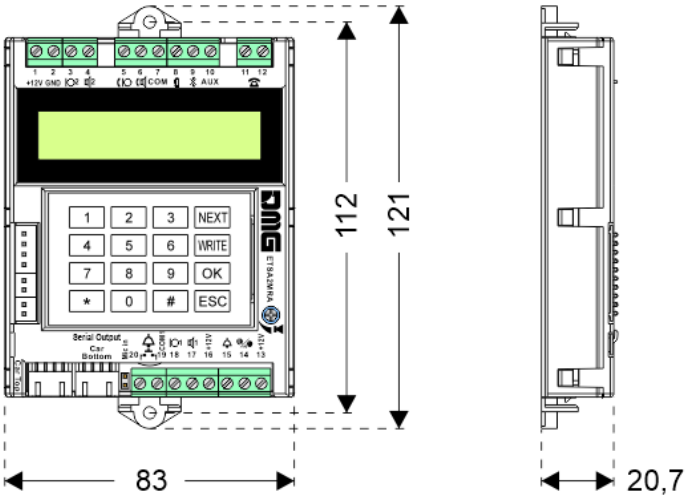
Pitagora 4.0 configuration



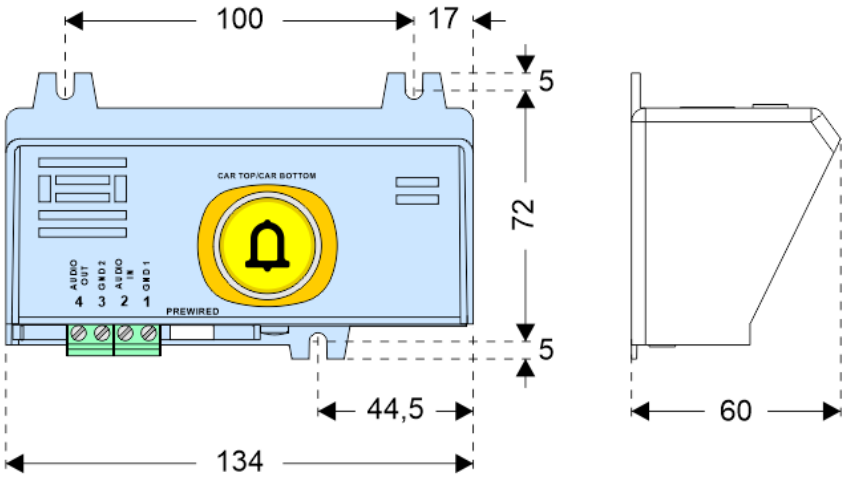
A) – Just pick up the handset to talk to the other installed devices.

Dimensions

Main telephone (ETSA2MRA)

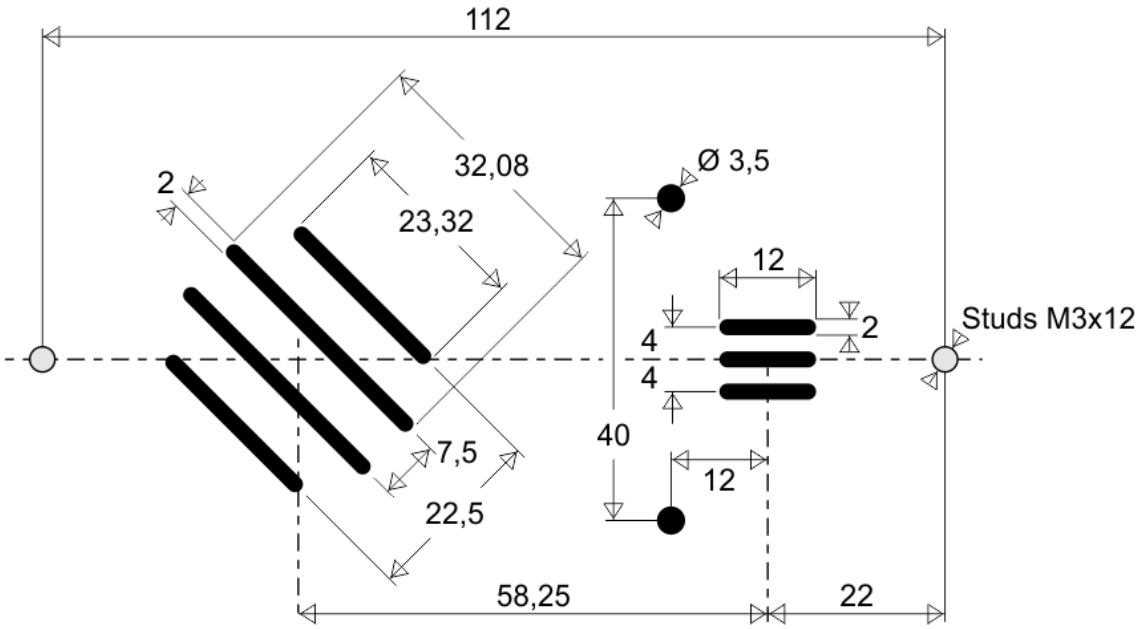


Additional device (ETSA2SLA)



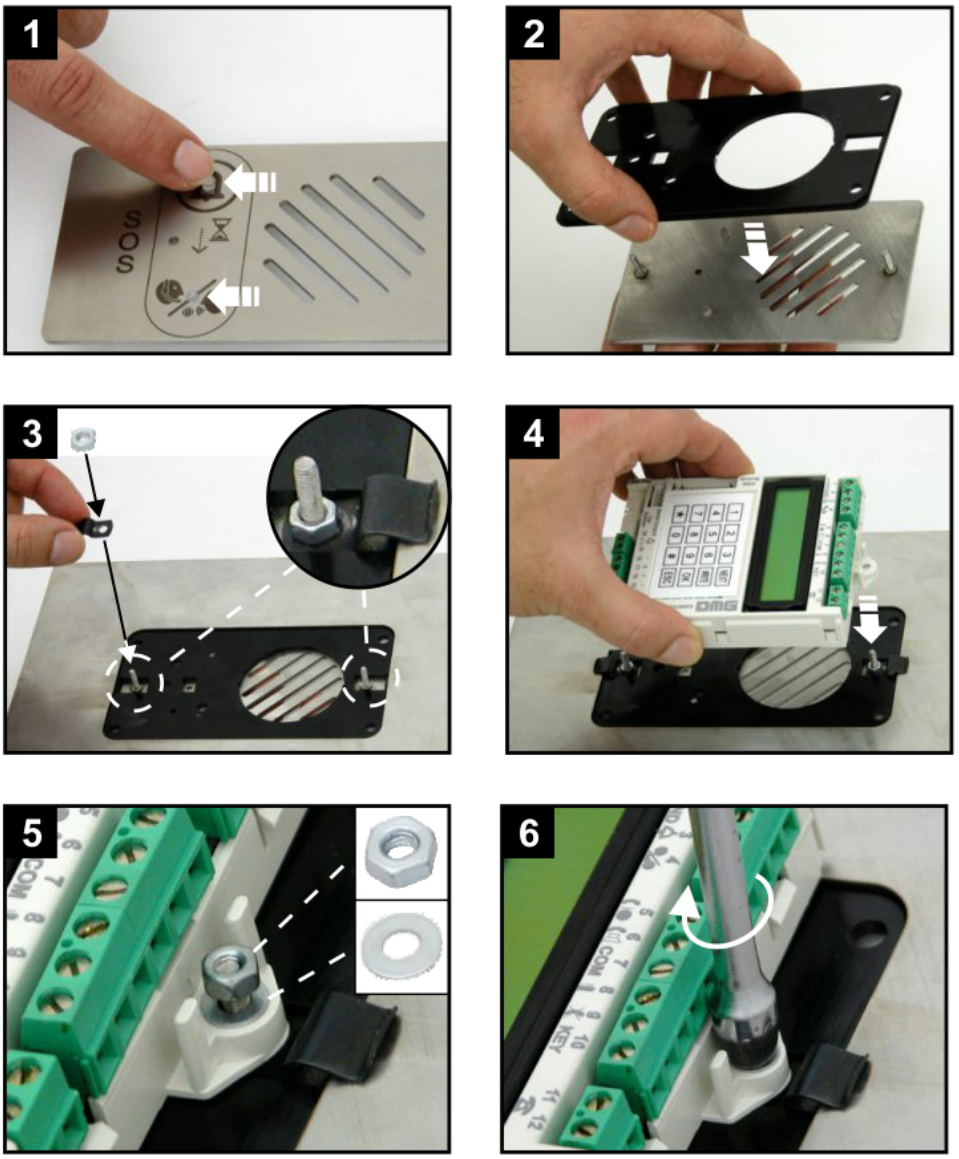
Mounting

Amigo telephone mounted directly on the plate



Pins M3x12

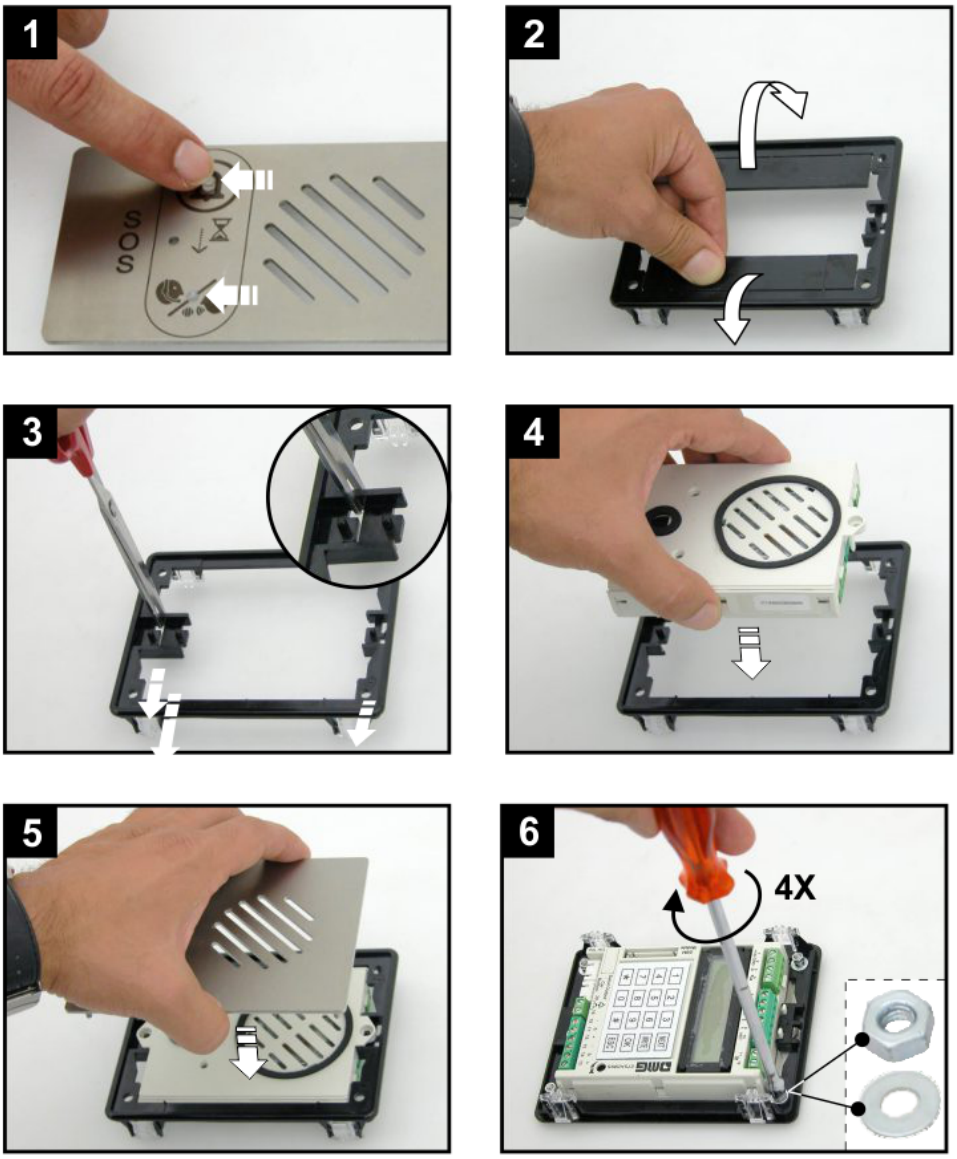
Amigo telephone on supporting plate



1) – Insert the light guides

– Follow the inverse procedure to dismantle

Amigo telephone
on capacity plate TD5



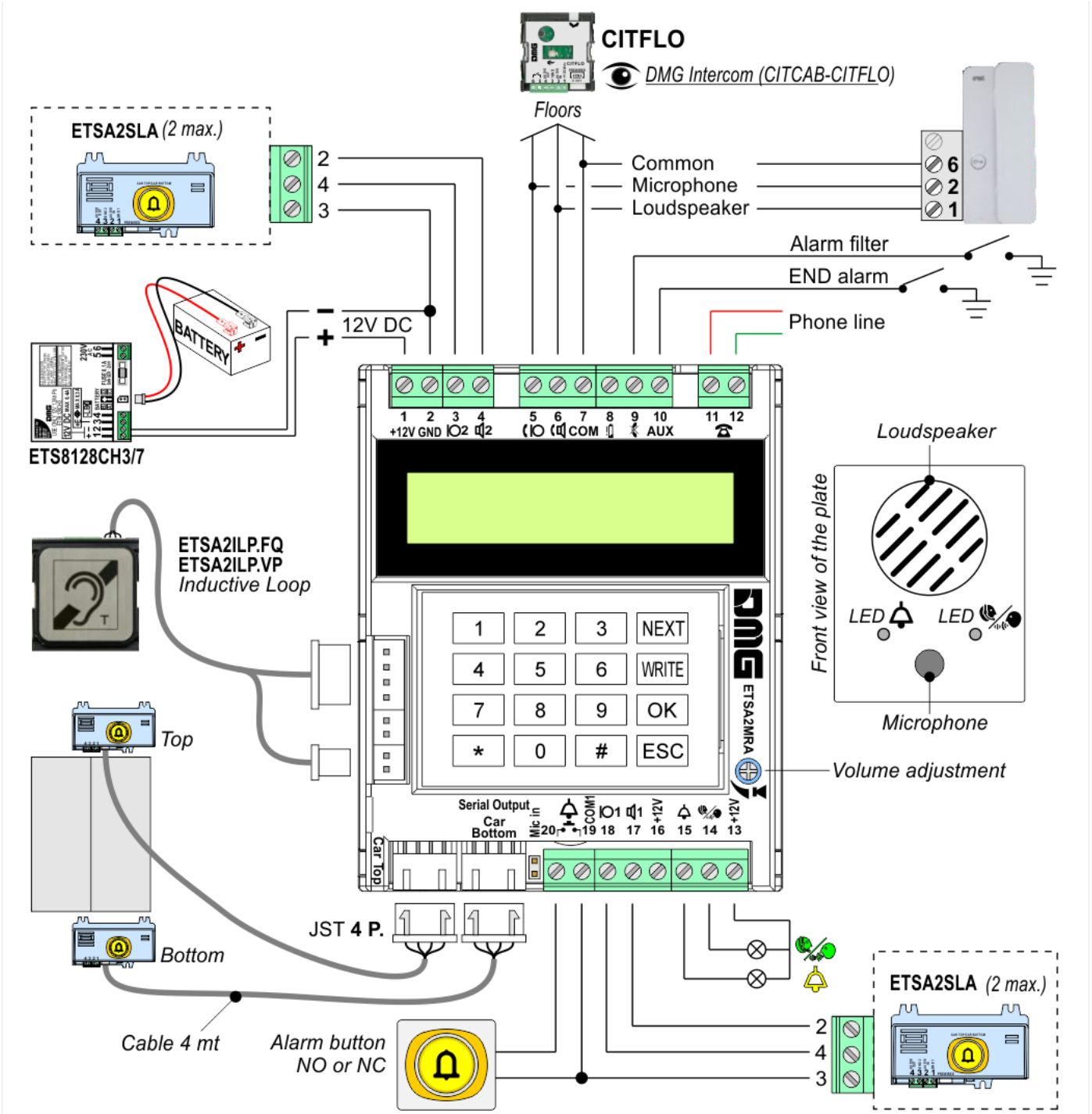
1) – Insert the light guides
2) – Remove the two breakable parts

Wiring Instructions

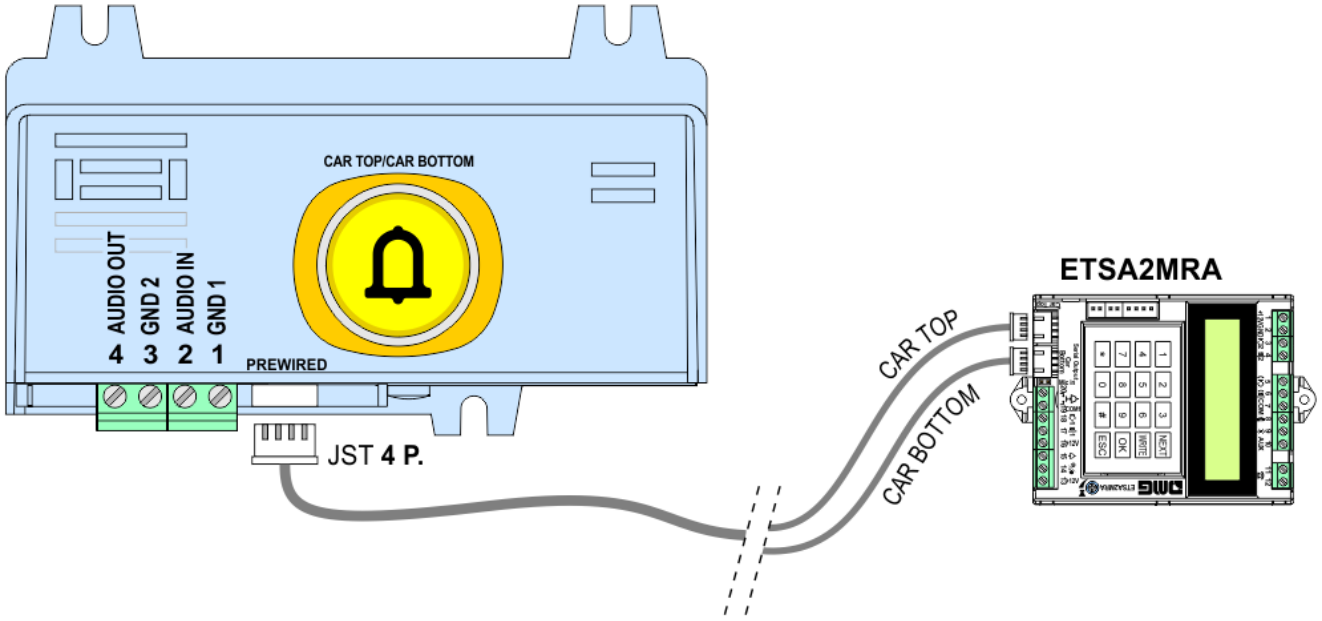
Basic wirings

ETSA2MRA telephone dialer (installed in machine room or elevator car)

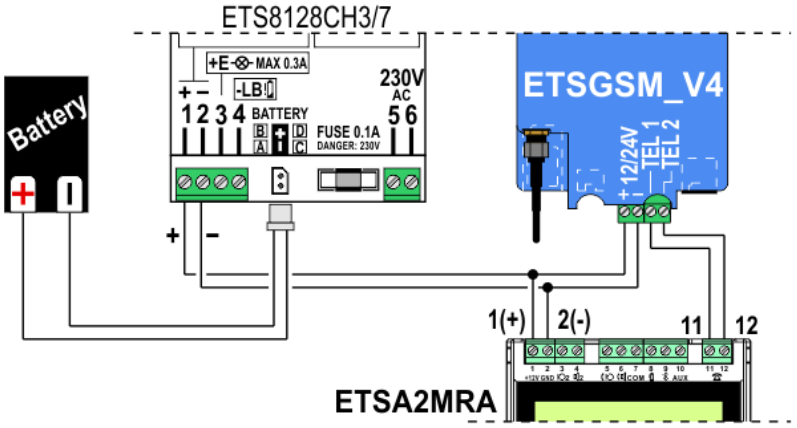
1) – Connect the Emergency Telephone to the devices ETSA2SLA (if present).
2) – Connect the phone line to terminals 11 and 12.
3) – Connect the alarm pushbutton (NO/C or NC/C) to its input (see Programming menù) .
4) – Connect the 12V DC power source to terminals 1(+) and 2(-); power up the Emergency phone subsequently.
5) – Make sure the screen shows “DMG – AMIGO2” followed by software version number (ex. “v.2.2”).
6) – To make sure the telephone line is present, perform the basic programming and press the Alarm button.
7) – To end the alarm cycle test, press the (*) key.



Device ETSA2SLA

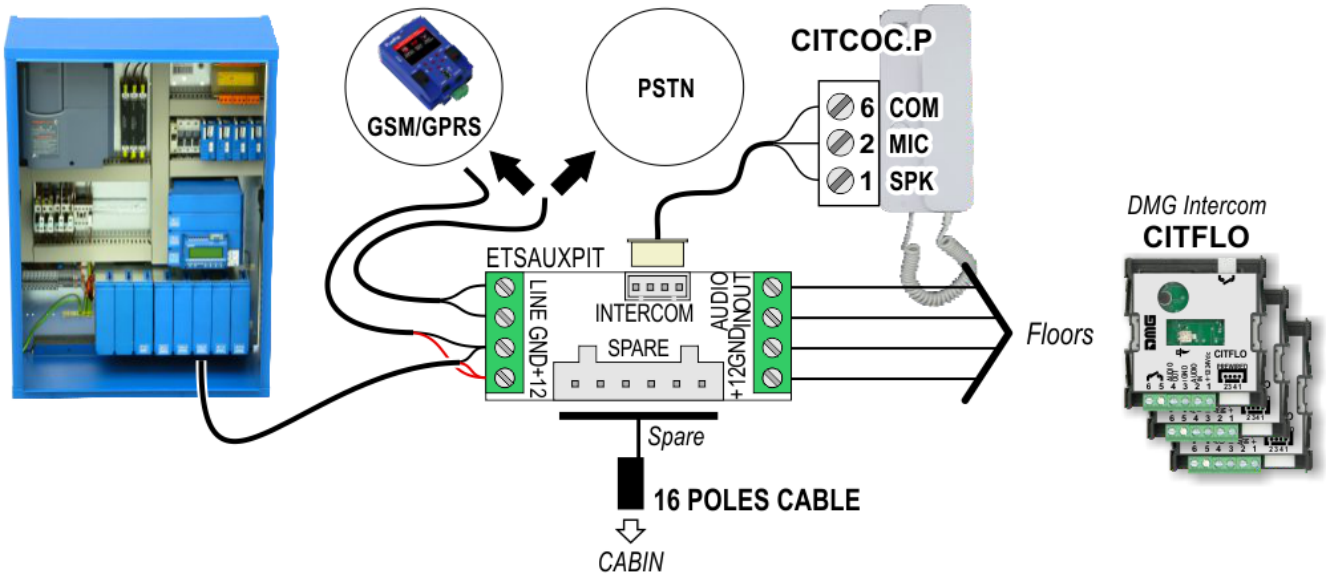


GSM external module



The external module ETSGSM_V4 allows to connect the AMIGO to GSM network, thereby avoiding the need of the fixed phone line.

3 devices Pitagora connections board



Emergency power supply test (§ 4.1.3 of EN 81-28 norm)

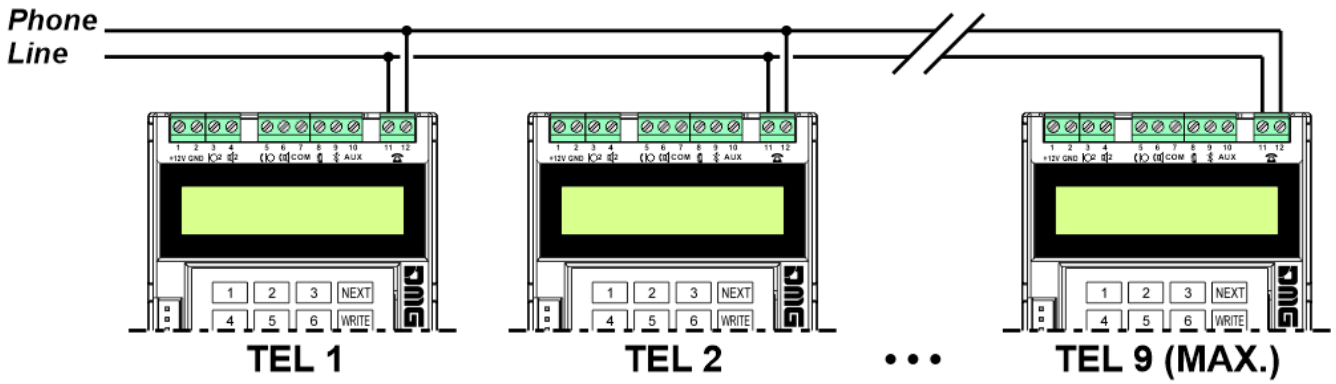
Amigo Emergency telephone can be connected to the Playboard V3 controller battery (Pitagora V3 system) or to the ETS8128CH3/7 battery charger (optionals) with 12V external battery.
When power in tension falls below 10V, Amigo sends out a service call with the “Low battery charge” message. When the 12V line in is restored, a service call with the “Regular operation” message is sent (see Programming menù).
If the emergency telephone has firmware 2.5.0 or higher, for ETS8128CH2 power supply compatibility set the parameter “ETS8128CH3 = 0” (see Programming menù)
In case of low battery, the alarm signalization and communication established signalization blink simultaneously (1 sec. ON / 1 sec. OFF).

Advanced wirings

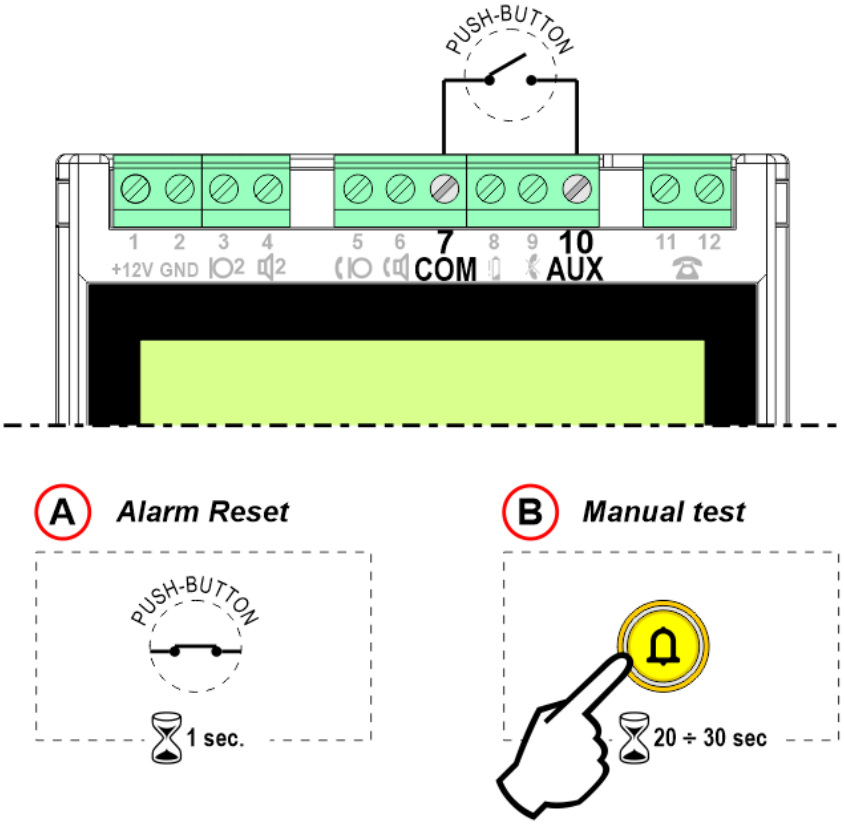
Alarm Filtering (§ 4.1.5 of EN 81-28 norm)

When made available by the controller (or by any other device in the installation), information relating to the opening of the doors (floor/elevator car) and to the presence of the elevator car at floor can be used to filter undue alarms (§ 4.2.1 of EN 81-28 norm).
For this purpose, connect the potential-free contact between the ALARM FILTER input of the Emergency Telephone and the screw terminal n°7 (COM/GND).
Full compliance to EN81-28 norm shall be achieved by connecting AMIGO Telephone to an external Rescue Service (Call Center or the like).

Connecting multiple telephones on a single telephone line



End of alarm



A) – Alarm Reset

The message “END OF ALARM” will be played and a call (data / voice) of “End of alarm” will be made to the service center in order to be able to record the intervention time. However, the remote RESET function remains available (see Remote parameters’ setting table – code 20).

B) – Manual Test

It is possible to bypass the alarm filter by pressing and holding the alarm button for 20 ÷ 30 sec (see Remote parameters’ setting table – code 11).

Advanced Functions

See also Programming menu

Automatic site ID message (§ 4.1.6 of EN 81-28 norm)

If enabled, device will automaticaly generate the Address message synthesizing telephone's ID number.

Automatic call closed recognition

If enabled, telephone will try to automatically understand if the operator hanged handset without pressing '8'. The event is based on the recognition of busy tone coming from the line and may not work well in every country.

Unit ID in multiline configuration

If many telephones are to be installed on the same line (up to 9), every device can be tagged with a unit identifier that can be used by the remote operator to select the one he want's to talk with.
Selection is needed when operator calls the telephone on the lift and is performed by just selecting the Unit ID on his keypad.
There must be a telephone with ID1; all ID's must be different.

Automatic double language messages

You can configure Amigo telephone to automatically play elevator car messages in two languages.

Audio messages playback controll

You can choose whether Amigo telephone must play audio messages or not during the call cycle. Option "Only in Cabin" enables car messages playback only (user messages):
– Courtesy Car Message
– End Alarm Message
– Technical test Message
– Alarm filter Message

Programming

[NEXT] = Menu browsing and start programming
[WRITE] = Enters menu to modify data and starts programming
[OK] = Validates changes
[ESC] = Exits current menu, returns to main, cancel last input

Basic alarm cycle programming

1)	DMG - Amigo2 Rev. X.X.X	[NEXT] >	Enter Password (default: 1 2 3 4)	[1][2][3][4] >	Languages English	[WRITE] >
	1-Français 2-Deutsch 3-Italiano	[OK] > [NEXT] >	Device profile Basic functions	[WRITE] >	0 (*) 1 (*1)	[OK] > [NEXT] > [NEXT] >

	4-Russkiy 5-English 6-Portugues					
	(*) Without communication service central (basic functions) (*1) With communication service central (advanced functions)					
2)	Record all phone numbers to be called in case of emergency; if a service contract with a call center is in place, enter the relevant service number . WARNING: At least one phone number must be recorded, otherwise the alarm cycle will not be activated.					
	Emergency Call Numbers	[OK] >	1st Number None	[WRITE]	1st Number XXXXXXX_	[OK] > [ESC] > [NEXT] >
3)	Record the phone number (*2) to be called for service calls.					
	Service Call Number None	[WRITE] >	Service Call Number XXXXXXX_	[OK] > [NEXT] >		
	(*2) If call center doesn't support different numbers for alarms and service calls, you can configure same number for both.					
4)	Record ID message for service and emergency calls.					
	Address message	[OK] >	Address Msg Rec=1 Play=2	[1] >	Are You Sure? Yes=OK / No=ESC	[OK] >
	Recording...(16 sec.) Stop=ESC	[ESC] > [NEXT] >				
5)	(EN 81-28) - Set the periodic test call interval.					
	Self Test None (default)	[WRITE] >	[1] - 24h [2] - 48h [3] - 72h	[OK] > [NEXT] >		
6)	Enter the "ID number": If Amigo telephone has to be connected to a call center, the number must be supplied by the same call center (Anep: 8 digits - Ademco: 4 digits - P100: 8 digits - DMG 4/10: 4/10 digits). Otherwise, a 16 digits max. ID personal code must be entered.					
	ID Number XXXXX	[WRITE] >	ID Number XXXX_	[OK] > [NEXT] >		
7)	If Amigo telephone is connected to a DTMF tone communication service central, set the communication protocol. Otherwise leave the default value (none).					
	Protocol Type None (default)	[WRITE] >	0 - None 1 - Anep 2 - Ademco 3 - P100 4 - DMG 4 Digits 5 - DMG 10 Digits	[OK] >		

Programming menu

Device Profile: BASIC FUNCTIONS

Device profile: BASIC FUNCTIONS

DMG-Amigo2 Rev. X.X.X	[NEXT]>	Enter 1234	[1][2][3] [4]>	(The safety code is not a password but just a filter to unwanted access to the menu)	
Languages English	[WRITE]>	[1]-Français [2]-Deutsch [3]-Italiano [4]-Russkiy [5]-English [6]-Portugues	[OK]>		
[NEXT]					
Device profile Basic functions	[WRITE]>	0-Basic functions 1-Advanced functions 2-Expert user	[OK]>		
[NEXT]					
Reset to default config. Reset = WRITE	[WRITE]>	Atre you sure? Yes=OK No=ESC	[OK]>		
[NEXT]					
(*1) Emergency Call Numbers	[OK]>	1st Number None	[ESC]>		
			[WRITE]>	1st Number XXXXXXX_	[OK]>
			[NEXT]>	..... Number None	
*(*1) Recording of phone numbers (max.6) to be called during the alarm cycle.*					
[NEXT]					
(*2) Service Call N° None	[WRITE]>	Service Call N° XXXXXXX_	[OK]>		
*(*2) Recording of the service call number for service messages.*					
[NEXT]					
(*3) Address message	[OK]>	Address Msg Rec=1 Play=2	[1]>	Atre you sure? Yes=OK No=ESC	[OK] 16 sec. >
Recording... Stop=ESC					
*(*3) Site ID message recording*					
[NEXT]					
(*4) Self Test (0-9) 72h (default)	[WRITE]>	[1] - 24h [2] - 48h [3] - 72h	[OK]>		

*(*4) Set the periodic automatic test call time (§ 4.2.1 of EN 81-28 norm)*
For the correct management of this function (standard EN81-28:2018), the "protocol type" must be set to values 3, 4 or 5. If no protocol (value = 0) the "Automatic Identification Message" must be set.

If the automatic call is not successful (no answer by the receiver), the signalizations (alarma and communication established) blink alternately. The normal state will be restored at the next connection.					
[NEXT]					

Device Profile: ADVANCED FUNCTIONS

Device profile: ADVANCED FUNCTIONS					
(*5) ID Number XXXXX	[WRITE]>	ID Number XXXX_	None: 16 digits max. Anep: 8 digits Ademco: 4 digits P100: 8 digits DMG 4 Digits: 4 digits DMG 10 Digits: 10 digits	[OK]>	
*(*5) Recording of unique ID number (supplied by the call center) to be sent out in case of alarm.*					
[NEXT]					
Protocol Type None (default)	[WRITE]>	[0]-None [1]-Anep [2]-Ademco [3]-P100 [4]-DMG 4 Digits [5]-DMG 10 Digits	[OK]>		
[NEXT]					
(*6) Max Conversation time 3 (default)	[WRITE]>	3-9 choose & OK (3÷9)	[OK]>		
*(*6) Setting of max. conversation time (3÷9 min.) - renewable.*					
[NEXT]					
(*7) Alarm calls cycles count. 3 (default)	[WRITE]>	1-9 choose & OK (1÷9)	[OK]>		
*(*7) Setting of max. number (1÷9) of attempts for the alarm cycle to before the system returns to stand-by mode.*					
[NEXT]					
(*8) Alarm button delay. 3 (default)	[WRITE]>	0-3 choose & OK (0÷3)	[OK]>		
*(*8) Setting of the minimum time (0÷3 sec.) for the alarm button to be pressed before the alarm cycle is triggered.*					
[NEXT]					
Manual Test Time 1 (default)	[WRITE]>	[1]-20 sec. [2]-25 sec. [3]-30 sec.	[OK]>		
[NEXT]					
(*9) Alarm Contact 0 (default)	[WRITE]>	[0] Normally open [1] Normally closed			
*(*9) Type of contact (NO/NC) setting on the alarm button connected to ETSA2MRA.*					
[NEXT]					

Device Profile: EXPERT USER

Device profile: EXPERT USER					
Automatic Identity Message Disabled	[WRITE]>	[0] Disabled [1] Enabled	[OK]>		
[NEXT]					
Password setup 1234					
[NEXT]					
(*10) Mess. recordings	[OK]>	Instructions Msg (16sec.) Rec=1 Play=2	[1]>	Atre you sure? Yes=OK No=ESC	[OK]>
			[NEXT]>	Low Battery Message (4 sec.) Regular Working Msg (4 sec.) Courtesy Car Message (8 sec.) End Alarm Msg (4 sec.) Waiting Rescue Msg (4 sec.) Automatic call istruction message (4 sec.) Alarm Messsage (4 sec.) Alarm filter Msg (8 sec.)	
Recording... Stop=ESC					
*(*10) Through this menu it is possible to overwrite messages in the selected language.* *(Attention: Preloaded messages will be definitively erased)*					
[NEXT]					
Automatic call closed recognition Disabled	[WRITE]>	[0] Disabled [1] Enabled	[OK]>		
[NEXT]					
Rings before answer 3 Rings	[WRITE]>	[1] 1 ring ...[9] 9 rings	[OK]>		
[NEXT]					
Call center reply timeout 30 seconds	[WRITE]>	[1] 10 seconds ...[9] 90 seconds	[OK]>		
[NEXT]					
Audio Messages playback Playback Enabled	[WRITE]>	[0] Playback Disabled [1] Playback Enabled [2] Playback only in cabin	[OK]>		
[NEXT]					
Double Language Messages Disabled	[WRITE]>	[0]-Disabled [1]-Français [2]-Deutsch	[OK]>		

		[3]-Italiano [4]-Russkiy [5]-English [6]-Portugues			
[NEXT]					
Unit ID in multiline configuration Disabled	[WRITE]>	[0] Disabled [1] Master [2] 2 ... [9] 9	[OK]>		
[NEXT]					
ETS8128CH3 battery mode CH3 Mode	[WRITE]>	[0]-CH2 mode [1]-CH3 mode	[OK]>		

Remote programming

1		Remotely dial the phone number connected to Amigo telephone and wait for the 4 DTMF tones.	
2		Type * PASSWORD # (default *1234#) and wait for the 2 DTMF tones to access the menu.	
3		Type the parameter < CODE> followed by the to be set.	See Remote parameters' setting table
4		Type # to confirm the values entered, followed by 2 tones:	Confirmed programming  Wrong programming 
5		As soon as the parameter is set, the system will return in "conversation" mode. Repeat steps 3, 4, 5 to set each new parameter.	
6		Type 8 to end the program and shut the line.	

Remote parameters' setting table

Description / Parameter		Code	DTMF Values
Recording of unique ID number (supplied by the call center) to be sent out in case of alarm		00	123456789 (default) - 16 digits maximum
Recording of phone numbers (max.6) to be called during the alarm cycle	1st number	01	123456789 (default) - 16 digits maximum
	2nd number	02	None (default) - 16 digits maximum
	3rd number	03	None (default) - 16 digits maximum
	4th number	04	None (default) - 16 digits maximum
	5th number	05	None (default) - 16 digits maximum
	6th number	06	None (default) - 16 digits maximum
Recording of the service call number for service messages		07	123456789 (default) - 16 digits maximum
Setting of communication protocol		08	[0] = None (default) [1] = Anep [2] = Ademco [3] = P100 [4] = DMG 4 Digits [5] = DMG 10 Digits
Setting of max. number (1÷9) of attempts for the alarm cycle to before the system returns to stand-by mode		09	[1] = 1 time [2] = 2 times ... [9] = 9 times
Setting of the minimum time (0÷5 sec.) for the alarm button to be pressed before the alarm cycle is triggered		10	[0] = 0 sec. (default) [1] = 1 sec. [2] = 2 sec. [3] = 3 sec. [4] = 4 sec. [5] = 5 sec.
Manual test time		11	[1] = 20 sec. (default) [2] = 25 sec. [3] = 30 sec.
Set the periodic test call intervall (EN_81-28)		12	[1] = 24h [2] = 48h [3] = 72h (default)
Reset to default config.		13	[0] = No Reset [1] = Reset

Description / Parameter	Code	DTMF Values
Language choice	14	[1] = Français [2] = Deutsch [3] = Italiano (default) [4] = Russkiy [5] = English [6] = Portugues
Password	15	
Setting of max. conversation time (3÷9 min.)	16	[3] = 3 min. (default) [4] = 4 min. ... [9] = 9 min.
Type of contact (NO/NC) setting on the alarm button connected to ETSA2MRA	17	[0] = Normally Open contact (default) [1] = Normally Closed contact
Audio Messages playback	18	[0] = OFF [1] = ON [2] = Playback only in cabin
Rings before answer	19	1 ÷ 9 Rings
Remote alarm reset	20	[0] = Reset
Automatic call closed recognition	21	[0] = Disabled [1] = Enabled
Call center reply timeout	22	[1] = 0 seconds ...[9] = 90 seconds
Automatic Identity Message	23	[0] = Disabled [1] = Enabled
Unit ID in multiline configuration	24	[0] = Disabled [1] = Master [2] 2 ... [9] 9
Double Language Messages	25	[0] = Disabled [1] = Français [2] = Deutsch [3] = Italiano (default) [4] = Russkiy [5] = English [6] = Portugues
Power supply test	26	[0] = CH2 [1] = CH3

Datasheet

Power supply voltage	12Vdc +/- 15%
Absorption in stand-by	ETSA2MRA: 95mA +/- 5% ETSA2MRA + DEVICES: 115mA +/- 5%
Absorption during the call cycle	ETSA2MRA: 120 ÷ 250mA ETSA2MRA + DEVICES: 200 ÷ 400mA
Optional	Feeder/battery charger (code ETS8128CH3/7) – EN81-28

Updated on 24 Maggio 2021