

Request Service

This menu option allows a customer to have the ability to trigger a message to the Monitoring station to Request a Service call. (V3.0 or later only)

Important Note: You will need to check with the Monitoring Station whether or not this service is provided.

The following programming steps must be implemented to enable the feature:

- 1) Any User allowed to perform the function must have the 'S'ervice option set to Yes in the Menu Options screen in the Menu Group assigned to their User Type.
- 2) The System Input "Request for Service" (C01:S28) must be assigned to an Area that is turned On.
A suitable Process Group must be used when assigning the Input to the Area to provide the appropriate reporting options. The Process Group must also specify an appropriate Contact ID Event Code. e.g. 411.
- 3) When <MENU>, 8, 1 is selected by the User, an alarm will be generated on C01:S28 and will be reported to the Central Monitoring station.

Once enabled, activating the "Request Service" function is simply a matter of selecting the menu option by pressing the key sequence <MENU>, <8>, <1>.

Press the <END> key to exit the menu.

NOTE: This option is only valid if the Control Module is connected to a telephone line and the function has been enabled in the Installer programming options.

