

FIRST LINE OF DEFENCE

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# M60

## Version 6

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OPERATING INSTRUCTIONS

Compatible with: M60V6, M60V5, M30 Ultimate

Packs Limited  
**Infotel**

# Alarm Dialler

Edition: OM08/0522/6

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Packs Infotel Limited  
1 Broomfield Hall Buildings  
London Road  
Sunningdale  
United Kingdom

Tel: +44 1344 874114

Email: [info@packsinfotel.com](mailto:info@packsinfotel.com)

# Introduction



This guide has been separated in to 4 chapters, the contents of each chapter is shown below. We recommend using Adobe Acrobat reader for the best user experience. Free versions of Adobe Acrobat reader are available on the internet.

Please note, this manual is designed for general use of the M60, some customers will have features (hardware and/or software) that differs from what is shown in this manual, due to specific requirements that have been requested.

As the sole designers and developers of the M60, we are able to create bespoke features for customers both before and after purchase.

For more information and pricing on bespoke features please contact our offices by telephone or email: [info@packsinfol.com](mailto:info@packsinfol.com)

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Chapter 1	Preparations & Safety
Chapter 2	Instructions for M60 use
Chapter 3	Keywords, servicing & Maintenance
Chapter 4	Optional features/upgrades

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# Safety Information



## Electrical Safety

- To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the M60.
- When adding or removing circuit boards other than the SIM/Config card from the system, ensure that the mains power has been switched off.
- Before removing the LIM board from the M60 ensure all power has been removed, including the battery back-up.
- Seek professional assistance before using an adaptor or extension cord. These devices could interrupt the grounding circuit.
- If the power supply/input board has been damaged, do not try to fix it yourself. Contact a qualified service technician from Packs Infotel.

## Operation Safety

- Before using the M60, ensure all cables are correctly connected and the power cable is not damaged. If you detect any damage, contact Packs infotel or a Packs Infotel qualified service technician.
- To avoid short circuits, keep paper clips, screws and other conductive materials away from connectors, slots, sockets and circuitry.
- Your M60 should only be used in environments with an ambient temperature between 0°C and 40°C.
- If the battery is hot, damaged, or swollen, immediately disconnect the battery and contact Packs Infotel for a replacement.

# About this guide

This user guide contains the information you need when operating and configuring the M60.

## Where to find more information

Refer to the following sources for additional information and for product and software updates.

1. **Packs Infotel website.** The Packs infotel website, specifically set-up for your M60 ([www.myM60.com](http://www.myM60.com)) which provides updated information on hardware and software products.
2. **Optional documentation.** Your M60 may include optional documentation, such as flyers, or additional assistance for managing the operation or installation of the M60.

## Conventions used in this Guide

To ensure that you perform certain tasks properly, take note of the following symbols used throughout this manual.



**CAUTION:** Information to prevent damage to the components and injuries to yourself when trying to complete a task.



**IMPORTANT:** Instructions that you **MUST** follow to complete a task.



**NOTE:** Tips and additional information to help you complete a task.

# Powering up the M60

## Powering up for the first time

Once the M60 has been correctly installed as per the Installation instructions, the system is ready to be powered up.

The M60 will beep twice and the display will show:



This display is for our reference showing the Model and Software Version installed, and for the M60 to set-up necessary parameters internally.



- The software version and ROM values may be different from shown.

If the initialisation is successful, the display will change after 2 seconds to show:



It will be noticed that a set of full stops travel from the left of the display towards the right, this is a visual indication that the data is being taken from your Config-Card and stored internally within the M60.

If there are no problems with the initialising or loading of the Config-Card data then the '**Default Display**' will be shown.

## Failure to initialise

Possible causes of the system failing to initialise correctly

Problem	Possible fault
No power light & nothing on display	Check for mains power.
Continuous audible tone	Reset the M60 (See resetting the M60)
Continuous beeping and No card fitted shown on the display	Ensure the config-card is correctly installed
Corrupted characters shown on the display.	Reset the M60, if the problem persists contact Packs Infotel

If the problem still persists, contact Packs Infotel or an approved system installer immediately.

## Resetting the M60

There are two way to reset the M60 system

- 
1. Hard reset. This can be achieved by removing all power from the system, this includes the M60 battery back-up. (See the installation instructions for more information)
  2. Soft reset. To press the soft reset button, look at the bottom right of the M60 membrane and a small pin hole can be seen. The push button can be located directly on the circuit board behind the pin hole.
- 



- Depending upon the software installed in the M60 the telephone numbers may be lost after a hard reset, always check by selecting '**View Tel Nos**' in the M60 menu.



- Do **NOT** insert any objects into the pin hole when carrying out a soft reset, the push button reset is on the main circuit board. If your are unsure, contact Packs Infotel.

For further information see the M60 Installation instructions.

# The M60 Keypad

## A brief overview

The following is a brief overview of the each of the keypads functions, a more in depth explanation will be given where necessary in other chapters.

<b>1</b> abc	<b>2</b> def	<b>3</b> ghi	<b>▲</b> Esc
<b>4</b> jkl	<b>5</b> mno	<b>6</b> pqr	<b>▼</b> Func
<b>7</b> stu	<b>8</b> vwx	<b>9</b> yz.l	<b>M</b> Play
<b>N</b> Del	<b>0</b> Stop	<b>Y</b> Ent	<b>R</b> Rec

Key	Description of key function(s)
0-9	Used for entering telephone numbers, time & date or selecting functions.
Esc	Exit from the current menu level, clear inactive alarm(s), cancel the M60
▲	Used primarily in the keypad facility to select the previous Roster and telephone number to be edited, and the type of call to be made.
Func	For engineer use
▼	Same as for up arrow but to move down through selections
M	Selects the Menu options.
Play	Play back recorded messages
R	No current function, available for future features
Rec	Record messages
Y	Accept the currently selected option or Menu
Ent	Currently operates as per the Y key
Stop	No current function, available for future features
N	Move to the Next available Menu feature
Del	Delete the number to the left of the cursor in telephone editing

# The Default display

## Explanation



The top line shows first the time in **24 hour** format, followed by the date, and then the letter **R** suffixed by a numeric number between 1 and 4. **R** represents the **Roster** (see Instructions on '**Changing Roster**' for details) currently Selected.

The second line is the '**Station Identification**' or sometimes referred to as the '**Outstation Identification**' for users of the Packs Infotel Ltd Central Station Software.

The third line should show: '**\*NO ALARMS ACTIVE\***' as shown above.

If the third line on the display is showing '**\*>ALARM CONDITION<\***' then the alarm(s) **MUST** be cleared before proceeding.

The bottom line showing '**PRESS 'M' FOR MENU**' enters the 'Menu' options for the M60, when the '**M**' key is pressed.



- The M60 Will always revert to the 'Default Display after 30 seconds of inactivity.

# Menu Options



## How to select menus

The M60 comes with many facilities that are accessible through Menus. To select the 'Menu Options' momentarily press the 'M' key.



Pressing the 'Y' key on the Keypad will select the '**CHANGE ROSTER**' option. (See *changing Roster*).

Pressing the 'N' key on the Keypad will move through the Menu options.

Pressing the 'Esc' key will return the M60 back to the 'Default Display' (use this option if you have gone too far in the 'Options Menu' or have no need to change anything).



- 
- 'Menu Options' can be accessed only when the M60 is on the 'Default display'. (See *default display* for further information)
-

# Changing Roster



## What is a Roster

Before changing Roster a brief explanation of what a '**Roster**' is and why you may need to change it.

The M60 comes as standard with 3 Rosters, with the option to expand to 6 (this can be requested before dispatch). A 'Roster' comprises of up to 5 telephone numbers, therefore a maximum of 15 Telephone Numbers can be stored in a standard M60, or up to 30 telephone numbers where there are 6 Rosters.

The purpose of a Roster is to allow the user if necessary to change the sequence of telephone numbers that are dialled as a consequence of an Alarm(s) generating a dial-out sequence. This could be where users have different times staff come on duty, or require different personal to be called at weekends or holiday periods.

## Change current Roster

To change the current duty Roster select 'Change Roster' in the 'Menu Options'

1. From the 'Default Display' press the '**M**' key, and the display will show.



- Press the 'Y' key on the Keypad. If you have set-up a 'Pin Number'. You will then be requested to enter the 'Pin Number' as shown below, otherwise move on to the next step.



- If the Pin number cannot be remembered contact Packs Infotel for assistance.

- Enter the pin number and press the 'Y' Key , the display will now show.



- The display is now showing which Roster is currently selected and how many Rosters are available. After 5 seconds the display will change to:



- Press the Numeric value on the keypad for the Roster to be selected (e.g. 1-3 or 1-6 where applicable), and press the 'Y' key to accept the change or 'Esc' to return to the 'Menu Options' Display.

If the 'Y' key is pressed the display will show for 3 seconds.



- 'X' represents the newly selected duty Roster

- After 3 seconds the display will return back to 'Menu Options'. To return back to the 'Default display' press the 'Esc' key.



- The M60 will automatically reset back to the default display after 30 seconds of no activity.



- IMPORTANT:** If you attempt to change to a Roster that currently has **NO** telephone numbers stored, a warning message will be displayed '**ROSTER IS EMPTY**'.

# Recording messages



## A quick explanation

The 'Record Messages' option allows for the recording of real speech with the use of a telephone handset connected to the M60, thus allowing unique messages to identify the location of the M60 dialler, and the name given to each alarm channel.



- 
- **IMPORTANT:** When recording messages to the M60, it is vital that the recording is done in a quiet environment. If you intend to install the M60 in a noisy environment, then record all the messages before beginning the installation.
  - The above is **ESPECIALLY** true, if your M60 has the '0' key cancellation feature, as a message recorded in a noisy environment could **CANCEL** the M60 unnecessarily.
- 



- 
- The Maximum message length for the station identification is by default 10 seconds. Some countries require that Telemetry/Autodiallers **MUST** report the telephone number they are connected to in order to meet their requirements. In the U.K this is certainly the case, and therefore some of the recording time for 'Station Identification' should allow for this.

Example "This is the Packs Infotel Offices on Telephone No: 01344 874114"

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- The speech quality through the handset is not Line-driven, therefore the quality may seem a little harsh. This will not be the case when calling the M60 from a mobile or telephone.
-

## Recording the Messages

From the Default display:

1. Press the 'M' key to enter the menu options.
2. Press the 'N' key to move through the menu options until you see the option >Record messages< as show below.



- Press the 'N' key to move to the next option in the menu.
- Press the 'Esc' key to return to the default display
- Press the 'Y' key to select 'Record messages'



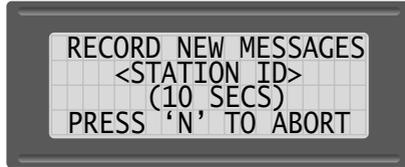
- When the 'Y' key has been pressed, the display will show for 5 seconds.



- This is an informative display, showing what keys are available for the following display. Do not press any keys yet.



- After 5 seconds the display will change to:



The second line on the display (i.e. Station ID) is the Message you are about to Record, the next line shows the maximum recording time you have for this message.

To Record the Station Identification Press and **HOLD** the 'R' key, and the display will change to:



You will notice that line 2 has a black bar that moves from right to left with time, this is a visual indication of the amount of time you have left to record your message.

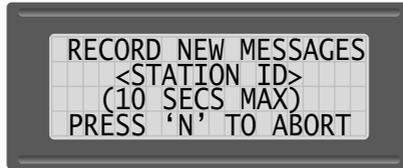
If you over-run the recording time on any message the display will show:



- If you see this message, re-record the message again.

## Successful Message recorded

If the message was recorded successfully in the time given the display will change to:



- The message that has just been recorded, can be checked by pressing and **holding** the 'Play' key

When satisfied with your message use the '▲▼' keys to select the next message you wish to record and repeat the process of recording new messages.



- Care needs to be taken when recording the numerical digits 0 – 9 as there is only 1 one second to record each digit. You may need to practice recording and playing back your messages.

## Check all your messages!



- It is very IMPORTANT to ensure that all messages have been correctly recorded. Leaving any messages unrecorded may cause the M60 to work incorrectly.

# Playback Messages



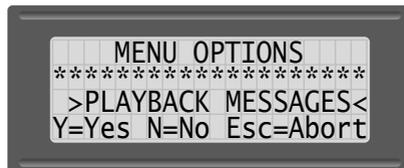
## How to playback recorded messages

The 'Playback Message' option allows the user to listen to messages that are currently recorded in the M60, such as 'Alarm Identification', 'Station Identification'.



- This facility can only be used with the use of a telephone handset connected into the 'HANDSET' socket found by removing the two screws holding the 'TERMINATION PLATE' see the M60 'Installation instructions' for more details.

1. Press the 'M' key to enter the menu options.
2. Press the 'N' key to move through the menu options until you see the option >PLAYBACK MESSAGES< as shown below.



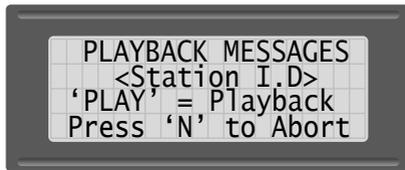
- Press the 'N' key to move to the next option in the menu.
- Press the 'Esc' key to return to the default display
- Press the 'Y' key to select 'Record messages'

When you press the 'Y' key the display will show for 5 seconds.



- This is an informative display, showing what **keys** are available for the display following. Pressing 'Play' or '▲▼' keys will do nothing at this point.

After 5 seconds the display will change to:



- Press the 'Play' key to listen to the message over the telephone handset (Note: Play key is found on the 'M' key)
- Use the '▲▼' to move between messages
- When you have finished press the 'N' key to return to 'Menu Options'



- The 'PLAY' key is found on the 'M' key

# Date and time



## Setting the date and time

The M60 has a real-time & date processor with an internal battery backup.

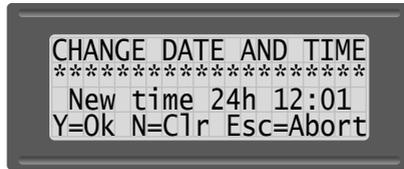
When you receive your M60 Alarm dialler, it will have been set to the correct time and date for G.M.T.

1. Press the 'M' key to enter the menu options.
2. Press the 'N' key to move through the menu options until you see the option >CHANGE DATE/TIME< as show below.



- Press the 'N' key to move to the next option in the menu.
- Press the 'Esc' key to return to the default display
- Press the 'Y' key to select 'Change Date/Time'

When you press the 'Y' key the display will show for 5 seconds.



- Pressing the 'Esc' key will move you to the option for changing the date.
- Pressing the 'N' key will **Clear** the current time from the display, use this option if during the process of entering a new time you inadvertently enter a wrong digit(s).
- To change the Time enter a **4**-digit number representing the time in 24-hour mode.



- Pressing the 'N' to **Clear** the display followed by pressing the 'Esc' key, to move on to the option for changing the date, will leave the time unchanged.

For example to change the time to 1.30pm enter

**1 3 3 0** followed by the 'Y' key

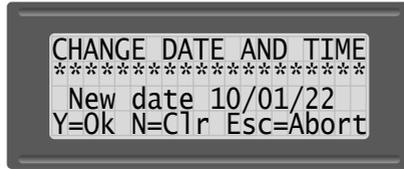
To change the time to 9.05am enter

**0 9 0 5** followed by the 'Y' key



- Please note how the Hours and Minutes **MUST** be entered as 2 digits at all times.

When the 'Y' key is pressed after entering the time, the display will change as shown below.



To change the Date use the format **dd/mm/yy**

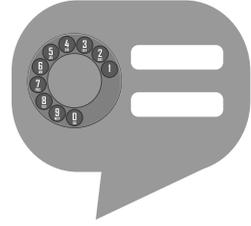
Example to enter the date 10<sup>th</sup> January 2022. Enter the digits **10 01 22**.

- Press the 'Y' key to accept the date change
- Press the 'N' key to delete any entry made.
- Press the 'Esc' key to return to the 'Menu Options' Display.



- 
- Notice that each part of the date **MUST** be **2** digits long.
-

# Dial-out sequence



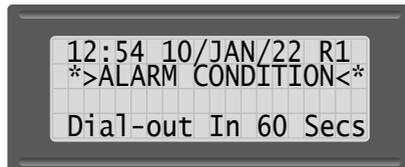
## Explanation

When the M60 detects an alarm a **dial-out sequence** will occur unless the '**channel inhibit**' has been selected. (For more information on 'channel inhibit' see the M60 installation instructions).

The M60 has the facility to delay any alarm channel from beginning the dial-out sequence before a pre-defined period of time has elapsed. This facility was added to minimise false alarms (e.g. Momentary Power failure, temperatures reaching alarm state for a short period of time etc).

We have found from experience that 95% of customers request for all 'alarm delays' to be set for 1 minute. I.e. From the moment an alarm occurs to the M60 beginning it's dial-out sequence (See 'alarm delays' for more information').

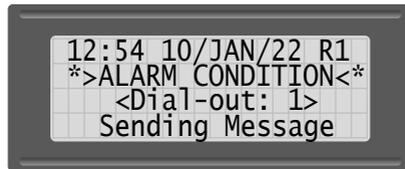
The dial-out sequence will be as follows:



After 60 seconds with an Alarm(s) still active the display will show:



Once Dialling has been completed the display will show:

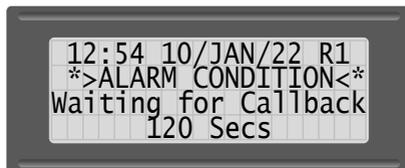


Real speech messages are repeated over the telephone typically 7 times, the reason for this is give those receiving a call a reasonable period of time to reach the telephone and listen to the message.



- The number of message repeats can vary to suit a users needs, either when purchasing the M60, or a replacement config card.

Once the Message has been repeated over the telephone line the display will show:



The M60 has now entered its call-back period, this is the time when the recipient of a telephone/SMS, call can 'Call-back' the M60 and cancel it from making any further dial-outs (See '**Call-back to Cancel**' for further information).

Should a 'Call-back' be made, the display will show:



If no 'Call-back' is made the M60 will wait until the 'Call-back' period has elapsed and begin to telephone the next number in the 'Roster' sequence.

When all telephone numbers in the Roster have been dialled the M60 will enter its 'extended pause' period.

## The Extended pause

The 'extended pause' period will take place when the M60 has telephoned **all** the numbers held within a roster (Note this could be between 1 to 5 unless special software has been written to give more telephone numbers).

The 'extended pause' period is by default **15 Minutes** (a requirement for B.A.B.T approval within the UK).

On completion of the 'extended pause' the M60 will begin again from the first number in the selected Roster and repeat the 'dial-out sequence'.



- The sequence of dialling all numbers in a Roster followed by an extended pause is repeated 3 times, whereupon the M60 will cease to dial-out as a result of the current alarm(s) being active **EXCEPT** where either a new alarm becomes active, or a current alarm reverts back to a normal state and returns to an active state (See **call-back to cancel**).
-

## Call-back to Cancel

If the recipient of a call intends to deal with the Active Alarm(s), further calls in the sequence can be prevented by waiting until the last message repeat in the dial-out.

After the last message repeat the recipient will hear the words '**ROSTER 'X' END**'. The user must then telephone back to the M60 within the 'Call-back' period (note: this is normally 2 minutes) whereupon the user will receive an **updated** message (this will most times be identical to the message received), on completion of the 'call-back' message the dialler will **NOT** dial-out again for **CURRENT** alarm(s) **UNLESS**:

1. An additional alarm from those cancelled becomes active, whereupon the M60 will begin another dial-out sequence.
2. Any Alarms(s) that have been CANCELLED revert back to a NORMAL state and then become ACTIVE again.



- Once the M60 has been cancelled and the message has been sent to confirm the cancellation. The M60 will return back to the default display.
-

# View Telephone Numbers



## Explanation

This option allows easy viewing of the telephone numbers the M60 will dial as a consequence of an alarm(s).

From the 'Menu options' select 'View Tel. Numbers' option and a information display will showing what keys will be active (Note the keys shown are not active yet).

The information display will look as shown below and will remain on screen for 5 seconds:



- The keys are not active at this point. This is the information display.

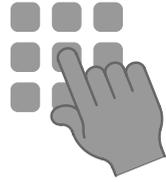
After 5 seconds the display will show:



The 2<sup>nd</sup> Line on the display shows the current Roster selected and which telephone number you are viewing within the Roster.

- Use the ▲▼ keys to move through the numbers in the Roster.
- Press the 'R' key to change the Roster.
- When finished press the 'N' key to Abort.

# Changing Pin Number



## Explanation

On receipt of your M60, a user PIN-Number will have been entered for you. The factory default PIN-Number is **0000**.

When the PIN-Number is set to factory default i.e. **0000** the 'Menu Options' for changing 'Roster', and 'Config-Cards' will require **NO** PIN-Number entry.

If the PIN-Number is changed to anything other than **0000** you must enter the PIN-Number before changing 'Roster' or 'Config-Cards'.

From the 'Default display' select 'Change PIN Number' Option and the display will appear as below.



- Press the 'N' key to return to the 'Menu Options', Otherwise enter your existing PIN-Number.



- The PIN number will be 0000, if no previous PIN Number changes have been made, should you loose your PIN-number please contact Packs Infotel for assistance.

## Change PIN Number from default

When you have entered your existing PIN-Number press the 'Y' key and the display will change to:

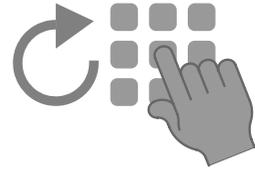


Enter your new PIN-Number and press the 'Y' key, the display will then show for 2 seconds.



- The display above will only be seen if your entering a PIN number other than 0000. If 0000 has been entered see resetting the PIN number

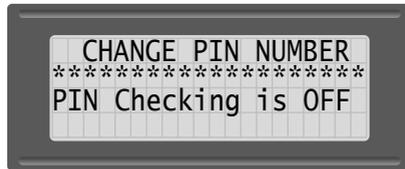
# Reset the PIN number



## Switching Off PIN Checking

To reset the existing PIN number so that the M60 no longer will request a PIN number to change Roster, or the Config card.

- Find your existing PIN number
- Proceed with the instructions for 'Changing PIN number'
- Enter the existing PIN number
- When requested to enter new PIN number, enter 0000
- The display will then show the message below for 2 seconds



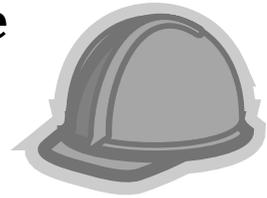
- 
- The M60 will automatically reset back to the default display after 30 seconds of no activity.
-

# Keywords

## A brief explanation

- **Alarm delay**                      The time period from the M60 recognising an Alarm and the beginning of the Dial-out sequence.
- **Attributes**                        Characteristics that make each M60 unique (e.g. Telephone numbers, Alarm delays, Number of message repeats etc).
- **Callback**                         To call the M60 on the telephone number it's connected to (used in Call-back to Cancel).
- **Default Display**                 The state the display defaults to when returning from Menus or/and no alarms are active.
- **Extended Pause**                The delay (normally 15 minutes) between the last number being dialled in a Roster, and the M60 repeating the dial-out sequence.
- **Interrogation**                  To telephone the M60 and get the current status (also checks the telephone line is working correctly).
- **Roster**                              A sequence of up to 5 telephone numbers stored in the M60. A standard M60 will come with 3 rosters, with the option to expand to 6 Rosters.
- **Config-Card**                      Used by the M60 to store Attributes specific to your dialler.

# Servicing & Maintenance



## Maintaining the M60

The M60 is a professional Alarm Dialler/Telemetry unit designed to be used in industrial and commercial environments for many years.

It is important that the M60 is maintained/serviced by a Packs Infotel Engineer on an Annual basis or 6 monthly in critical situations.

With this in mind the M60 has been designed with those parts that have a finite life span to be easily replaced and thereby extending the life time of the M60.

The parts that should be replaced to minimise any potential problems are:

### **M60 backup Battery**

Maintains power to the M60 during mains failure and thereby allows the M60 to continue to operate as per normal.

**The M60 battery should be replaced every 3 years.**

### **LIM Card**

This is the telephone **Line Interface Module**. The LIM card is the direct connection to the telephone line/GSM Module or VOIP system, with built in Lightning arrester, Mask and Dial-out relays and a ring detector circuit.

**The LIM Card should be replaced every 4 years.**

### **EPROM**

Stores the programme and various attributes to make the M60 function correctly. EPROM's have an increasing chance each year that passes of dropping bits and therefore corrupting the M60.

**The EPROM should be replaced every 5 years.**

All Packs Infotel Service engineers will have these parts with them when on site servicing, and will replace any necessary parts whilst carrying out the service/maintenance.

# The Keypad Facility

## Optional Upgrade



### Explanation

The keypad facility allows accessibility by the user to enter telephone numbers and alter the alarm delay period (see '**Alarm delay**' in this manual for explanation).

Before you begin to enter/edit telephone numbers ensure that the display is showing 'NO ALARMS ACTIVE', i.e. you are currently on the 'Default display' as shown below:

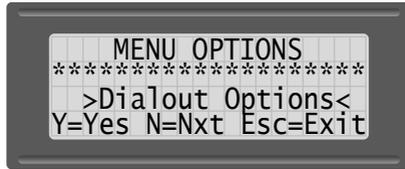


- The top two lines will differ from those shown on your display depending upon the current time/date, Station ID and Roster.

From the default display press the '**M**' key and the display will show:



From the 'Menu options' display press the 'N' key until you see the message **>Dialout Options<** as show below.



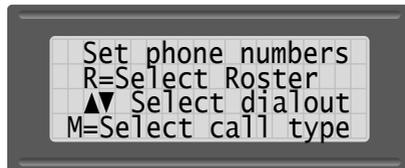
Press the 'Y' key to select the 'Dialout options'.



Press the 'Y' key and the display will show:



- Pressing the 'N' key moves to the 'Set alarm delay' option see '**Setting Alarm delay**' in this manual.



- This display is the keypad information display, nothing can be entered yet.

## Information display explanation

The information display will disappear after 5 seconds.

Explanation of the keypad information display:

- **R=Select Roster** Press the 'R' key repeatedly to select the required Roster for entering telephone numbers.
- **▲▼ Select dialout** Use the arrow keys to select which dialout in the Roster you would like to enter the phone number.
- **M=Select call-type** The M60 is capable of making calls in 'Real Speech', Numeric pagers, Alphanumeric pagers, as 'SMS text messages', or to a 'Central Station', depending upon the hardware, and software installed in your system.
- For further information on the Packs Infotel Central Station, please contact our head office.



- 
- 'SMS Text Messaging' requires additional hardware fitted, please contact Packs Infotel for details.
-

## Keypad uses

After a few seconds the 'Informative display' will change to show the number of keypad uses left. If the M60 does not show how many uses are left then you have purchased the M60 unlimited uses version.



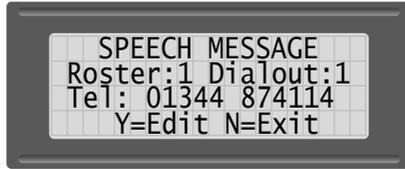
- 
- We recommend that when there is only 1 use left, the purchase of additional uses, to eliminate the risk of running out.
- 

If there are still keypad uses left please proceed to 'Entering telephone numbers'. If there are no keypad uses left the display will show.



- 
- If the above message is displayed, please contact Packs Infotel immediately. We can supply a new Config Card with any number of keypad uses up to 25, or upgrade to unlimited.
  - Telephone +44 (1344) 874144
  - Email: [info@packsinfotel.com](mailto:info@packsinfotel.com)
-

## Entering telephone numbers



- Line 1 'Speech Message', this is the **Call type** that will be made when you enter the telephone number. If the **type** of **call** you wish to make will be different to this (i.e. SMS Messaging, Alpha pager etc), then press the '**M**' key.
- Line 2 This line shows the current Roster and dialout the telephone number you enter will be placed in. To change the Roster press the '**R**' key, to change the dialout press the **▲▼** keys.
- Line 3 This line shows the current telephone number stored in the M60, this will be blank if there is no current telephone number stored.

## Changing the telephone number

To change the current telephone number stored in the M60 press the '**Y**' key (i.e. EDIT), and the display will show something similar to below.



**Note** the small cursor shown as **\_** at the end of the telephone number.

Press the '**N**' key to **DE**lete the digit(s) you no longer want. If the new number will be completely different from the currently stored number press the '**N**' key repeatedly until there is no telephone number displayed.

Now begin to enter the new telephone number pressing the appropriate digits on the keypad membrane.

Once the new telephone number has been entered press the 'Y' key to store the number into the M60. If you make a mistake at any point during the entry of the new number simply press the 'N' key where necessary. If the M60 is connected directly to a telephone number (i.e. Not connected to an exchange) skip 'Access Pause' below and move on to 'repeating the process'

## Access pause

The 'M' key option (i.e. A-pse) is short for 'Access pause' this is required when the M60 has been fitted to an internal exchange and requires a pause between the outside line access number being dialled and the telephone number you want to dial.

**Example:** Dial 9 to get an outside line wait 2 seconds for the exchange to connect and then begin to dial the rest of the phone number.

- Example: 9 M 01344 874114

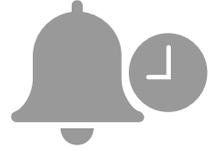
## Repeating telephone number entry

Once a telephone number has been successfully entered into the M60 and the 'Y' key has been pressed, you can repeat the process of entering further telephone numbers starting from 'Entering telephone numbers'

If you have completed entering telephone numbers press the 'ESC' key to return back to the 'default display' or the 'N' key to change the 'Alarm delay' see 'Alarm Delay' for more information.

**Remember:** To Exit keypad options press the 'Esc' key in the 'Keypad options display' to return back to default display. If you fail to do this the M60 will automatically revert back to 'Default display' after approximately 30 seconds.

# Setting the Alarm Delay



## Explanation

The Alarm delay is explained in the 'dialout sequence' earlier in this manual but to reiterate the Alarm delay is the period of time from an alarm becoming active on the M60 or ADE panel (**A**nalogue **D**igital **E**xpander), to the M60 dialling out. Most customers will set this time period to 1 minute, thus giving a reasonable time for false alarms (e.g. temperatures momentarily rising to high, power glitches, etc).

For those who wish to have longer or shorter periods for the Alarm delay proceed as below:



- If you are already in the 'Keypad Option' move on to section 2. Otherwise continue at section 1.

## Section 1

Before beginning to change the 'Alarm delay' ensure that you are on the 'Default display' as shown below.



- Times and dates shown on the Default display, along with the Identification of the dialler are for demonstration purposes only.



From the default display press the 'M' key and the display will show:

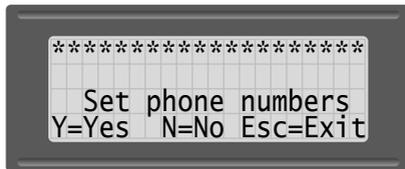


From the 'Menu options' display press the 'N' key until you see the message >Dialout options< as shown below.



Press the 'Y' key to select the Dialout options and the display will change to show the following.

## Section 2

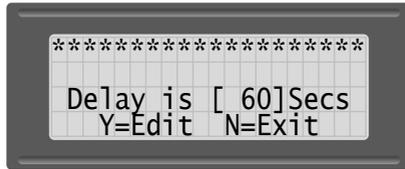


Press the 'N' key and the display will show:



Press the 'Y' key to proceed in Editing the Alarm delay or the 'N' key to return to Keypad options.

If you press the 'Y' key the display will be similar to below:



Press the 'Y' key to proceed in **EDITING** the current alarm delay or the 'N' key to return to Keypad options.

If you pressed the 'Y' key the display will show:



Enter the new Alarm delay in **SECONDS** (e.g. 60=1min, 600=10 minutes).



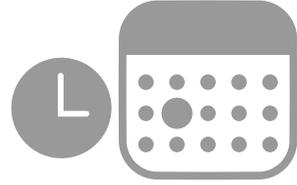
- Alarm delays **MUST** be entered in multiples of 10 seconds, starting from 0 (e.g. 0,10,30,50,100,120 etc).

When finished entering the New Alarm delay press the 'Y' key for the M60 to accept the new Alarm delay, the 'N' to Delete incorrect entries, or 'Esc' to return to the Keypad options.



- To Exit keypad options press the 'Esc' key to return back to the default display. If you fail to do this the M60 will automatically revert back to 'Default display' after approximately 30 seconds.

# Event Viewer



## Explanation

The Event Viewer allows for a visual display of the last four Events that have occurred on the M60 Alarm Dialler. (Note this option is also available on the M30 Ultimate.)

Events are either a dial-out due to an active alarm, or a call-back to cancel the M60 from continuing to dial-out. Each Event will use a single line on the display.

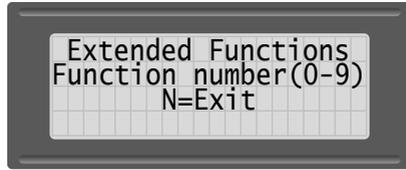
To Activate the Event Viewer ensure that the display is showing 'NO ALARMS ACTIVE', i.e. you are currently on the 'Default display' as shown below:



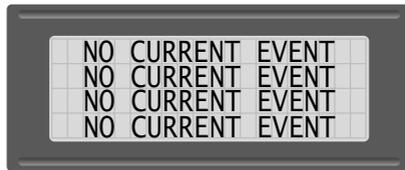
- Times and dates shown on the Default display, along with the Identification of the dialler are for demonstration purposes only.



From the 'Default display' press the '**FUNC**' key and the display will show:



Now press the zero key (0) and the display will change to show the last four Events. If there have been no previous Events or the Event viewer has been reset, then the display will show:



- 
- For more information on the on resetting events, see '***Event Viewer reset***'
-

## Dial-out Event

A Dial-out Event will occur whenever the M60 has completed the dialling of a telephone number and has begun sending the Speech Message.

The Dial-out Event will always show the time in 24 hour mode followed by the Date and Month and then the first two active alarms, separated by a comma. The last character on the line will always be either a hyphen (-) or a plus sign (+)

The hyphen informs that there are no other active alarms, whereas the plus sign informs there are more active alarms than displayed in the Event.

Below is some examples of a Dial-out Event:

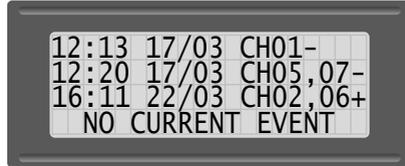


The example above shows that a Dial-out event occurred at 12:13 hours on the 17th of March, and Channel 1 was the cause. The hyphen at the end means that there were no other active alarms.



The example above shows that latest Dial-out event occurred at 12:20 hours on the 17th of March, and Channel 5 and Channel 7 were the cause. The hyphen at the end means that there were no other active alarms.

The example below shows that latest Dial-out event occurred at 16:11 hours on the 21st of March, and Channel 2 and Channel 6 were the cause. The plus sign (+) at the end means that there were additional active alarms.



## Call-back/Cancellation Event

A Call-back Event will occur whenever the M60 has been called back to cancel further calls being made. This Event will occur when the call-back is either during the M60's inter-dialout period or Extended delay. (See 'Inter-dialout period', and 'Extended delay' for more information).



- Interrogating the M60 does not create an Event.



The example above shows that a Call-back occurred at 16:13 Hours on the 22nd of March.

## Additional Information

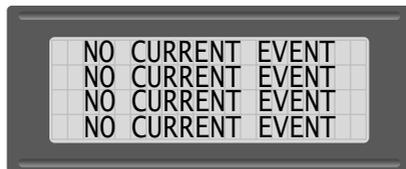
The event viewer will always show the last four (4) events in sequence, stepping down from Line 1 to Line 2 and so on to Line 4. After the fourth Event the Event Viewer will automatically wrap back to Line 1.

It's important to remember the above when viewing Events, and to Look at the time and date for the correct sequence of Events.

## Event Viewer Reset

There is normally no need to Reset the Event viewer, since it will automatically continually keep wrapping around from Line 4 to Line 1. If there is a requirement to Reset the Event Viewer back to default, the following sequence is required.

Press the Reset button Located on the M60 CPU and immediately hold down the numeric key two '2'. If the Reset procedure has been completed correctly the Event viewer will show the below:



- For more information see Resetting the M60 in this manual, or the M60 Installation manual.

# Contact details



## How to contact us

If you need to contact us about further information on changing the software on the M30/60, or any other information regarding our Alarm diallers, accessories, replacements, or additional software updates; then please do not hesitate to use any of the following forms of communication.

Email: [info@packsinfotel.com](mailto:info@packsinfotel.com)

Telephone: +44 (1344) 874114



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- Our preferred form of communication is an email, with the details of the information you require. This allows us to assign the best Engineer/Technician, or sales representative for your specific requirements.
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Thank you for choosing  
**Packs Infotel**  
Professional Alarm diallers since 1956