# NICE HSMO

Alarm control panels can be controlled remotely via the fixed telephone line by means of the modem HSMO and the software "Teleservice":

it enables download of all settings present and the log of events of the control panel, for direct intervention as required via a specific control panel, just as if the installer were physically present in front of the control panel. This enables an analysis and solution of any problems without the need for on-site inspections. Real operation tests cannot be performed via the remote connection (neither the system or sirens can be activated), but it is possible to perform and display control panel operation tests.

**In OFF-LINE mode:** the remote connection, must be activated explicitly by the user, pressing the key for at least 5 seconds;

the control panel immediately calls the specifically memorised telephone number, connects to the modem and downloads all onboard data. This operation does not require connection of the modem to the PC.

**In ON-LINE mode:** to act directly on the control panel, the telephone connection must be activated and the software Teleservice must be running on the PC.

To guarantee safety, the user can check all operations in progress on the display; in any event avoid any interventions during the connection to prevent possible conflict.

Note – All operations performed are recorded in the "event log". After one minute of continuous inactivity, the remote connection terminates automatically and the control panel returns to its initial status before the connection.

The control panel can be configured to enable autonomous connection to the modem following a specific telephone call, without the need for manual activation of the procedure by the user.

To do this, a special access code must be entered:

01. Make the call to the control panel and listen to the guided reply message;
02. Enter the access code followed by # to start up teleservice;
03. Terminate the call. At this point, the control panel calls the telephone number envisaged for the modem connection

Caution! – As this type of operation is delicate and involves a significant amount of responsibility, the system must be switched off during connection