



Certificato n. 9110 ESTI



**Alarm system for elevators**

## **QUICK GUIDE**

# INSTALLING



- A Internal power-supply connector
- B Built-in backup battery connector
- C Antenna cable connector
- D Reset pushbutton
- E Alarm pushbutton
- F SIM Card slot with front panel
- G Built-in loudspeaker connector
- H Serial port for PC connection
- I MicroSD Card slot
- L RJ11 connector for local telephone
- M Battery compartment door
- N Terminal blocks
- O Built-in microphone



LED signalling alarm / periodical test call (yellow)

LED signalling GSM signal strength (green)

LED signalling GSM module status (red)

LED signalling power supply status (blue)

## Terminal blocks

| N. | NAME        | DESCRIPTION  |
|----|-------------|--|
| 01 | <b>+</b>    | POWER SUPPLY INPUT (11-14VDC) <sup>(1)</sup>   |
| 02 | <b>-</b>    |  |
| 03 | <b>AIP</b>  | GIVEN ALARM INDICATOR LIGHT (output: 12VDC)  |
| 04 | <b>ARP</b>  | RECEIVED ALARM INDICATOR LIGHT (output: 12VDC)                                       |
| 05 | <b>+12</b>  | 12VDC OUTPUT (max. 100mA)  |
| 06 | <b>C</b>    | COMMON TERMINAL FOR INPUT ALC <sup>(2)</sup>   |
| 07 | <b>-</b>    | NEGATIVE POLE  |
| 08 | <b>ALC</b>  | ALARM INPUT FOR THE ELEVATOR CAR <sup>(3)</sup>                                      |
| 09 | <b>ALY</b>  | ALARM INPUT FOR THE PIT <sup>(4)</sup>   |
| 10 | <b>IN1</b>  | FILTER INPUT   |
| 11 | <b>ALT2</b> | OUTPUT FOR CONNECTING THE LOUDSPEAKER OF A PASSIVE SPEAKER UNIT                      |
| 12 | <b>MIC2</b> | INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE |
| 13 | <b>MIC3</b> | INPUT FOR CONNECTING THE MICROPHONE OF A PASSIVE SPEAKER UNIT OR A SINGLE MICROPHONE |
| 14 | <b>-</b>    | NEGATIVE POLE  |
| 15 | <b>TEL</b>  | LOCAL TELEPHONE  |
| 16 | <b>RL1</b>  | RELAY <sup>(5)</sup>   |
| 17 | <b>RL1</b>  | RELAY <sup>(5)</sup>   |
| 18 | <b>VVX</b>  | OUTPUT FOR CONNECTING AN ADDITIONAL ACTIVE SPEAKER UNIT                              |
| 19 | <b>VVY</b>  | OUTPUT FOR CONNECTING THE PIT ACTIVE SPEAKER UNIT                                    |
| 20 | <b>ALZ</b>  | ADDITIONAL ALARM INPUT <sup>(4)</sup> OR AUXILIARY INPUT <sup>(5)</sup>              |
| 21 | <b>AIN</b>  | GIVEN ALARM INDICATOR LIGHT (output: 0VDC)   |
| 22 | <b>ARN</b>  | RECEIVED ALARM INDICATOR LIGHT (output: 0VDC)  |
| 23 | <b>-</b>    | NEGATIVE POLE  |
| 24 | <b>C1</b>   | COMMON TERMINAL FOR INPUT IN1 <sup>(2)</sup>   |

<sup>(1)</sup> : before using this input disconnect the internal power-supply cable from the A connector in the picture at page 2

<sup>(2)</sup> : can be connected to a block **-**, to the block **+12** or to an external reference

<sup>(3)</sup> : allows to connect voltage free contact pushbuttons (NO or NC) or powered pushbuttons

<sup>(4)</sup> : allows to connect voltage free contact pushbuttons (NO)

<sup>(5)</sup> : free contact NO

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## ***INSERTING THE SIM CARD***

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Before inserting the SIM card, make sure the device is off and use all due precaution to avoid electrostatic discharge.

- Remove the cover by unscrewing the two screws.
- Push the SIM Card housing cover as indicated by the arrow OPEN until it unlocks and lift it.
- Carefully slide the SIM Card into its housing cover.
- Lower the SIM Card housing cover and push it as indicated by the arrow LOCK until it locks in place.

### **ATTENTION**

**It is not required to remove the PIN code prior to the use of the HelpyGSM.**

**The PIN code can be entered, if necessary, by setting parameter 282.**

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## ***INSTALLING THE ANTENNA***

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- Screw the antenna extension cable provided in the appropriate connector.

### **ATTENTION**

**Position the antenna with magnetic base so that any metal surfaces do not block the signal.**

### **ATTENTION**

**In order to avoid damage, never power up the base station without having first installed the antenna.**

### **ATTENTION**

**Do not install the product in the immediate vicinity of other electrical or electronic equipment that was not designed to be combined with it and that could cause disturbance or interference.**

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## CONNECTING THE SPEAKER UNITS

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HelpyGSM comes with a built-in active speaker unit.

It is also possible to connect to HelpyGSM:

- up to 2 independent active speaker units
- up to 2 passive speaker units (or cables with microphone) combined to the integrated active speaker unit.

It makes HelpyGSM extremely flexible and allows to realize many different types of installation.

*Note: an **active speaker unit** allows to realize an independent voice point with dedicated pushbutton.*

*Note: a **passive speaker unit** must be connected to an active speaker unit and allows to double it. The passive speaker unit can be installed at max 6m distance from HelpyGSM (or from another active speaker unit) by using a shielded cable.*

*Note: in case of connection of active speaker units, the type of installation must be defined (by setting parameters 63 and 73).*

- Connect the speaker units (beware of terminal polarity):

*ACTIVE SPEAKER UNIT term. blocks*

+

–

*HELPHYGSM terminal blocks*

VVY or VVX

–

*PASSIVE SPEAKER UNIT term. blocks*

A

B

–

*HELPHYGSM terminal blocks*

ALT2

MIC2 or MIC3

–

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## Examples of types of installation

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*Installation with passive speaker unit in the elevator car bottom*

|  | DEVICE              | SPEAKER UNIT<br>terminal blocks | PUSHBUTTON<br>terminal blocks |
|--|---------------------|---------------------------------|-------------------------------|
| ROOF   | HelpyGSM            | Built-in active speak. unit     | Built-in pushbutton           |
| CAR  | Microphone cable    | MIC3 / –                        | ALC / –                       |
| CAR BOTTOM   | Passive speak. unit | ALT2 / MIC2 / –                 | ALY / –                       |
| PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET |                     |                                 |                               |
| 631 (factory)                                      |                     | 730 (factory)                   |                               |

### *Installation with active speaker unit in the pit*

|   | DEVICE             | SPEAKER UNIT<br>terminal blocks | PUSHBUTTON<br>terminal blocks |
|---|--------------------|---------------------------------|-------------------------------|
| <b>ROOF</b>   | HelpyGSM           | Built-in active speak. unit     | Built-in pushbutton           |
| <b>CAR</b>  | Microphone cable   | MIC3 / –                        | ALC / –                       |
| <b>PIT</b>  | Active speak. unit | VVY / –                         | ALY / –                       |
| <b>PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET</b> |                    |                                 |                               |
| 632   |                    | 730 (factory)                   |                               |

### *Installation with landing floors*

|  | DEVICE   | SPEAKER UNIT<br>terminal blocks | PUSHBUTTON<br>terminal blocks |
|--|--|---------------------------------|-------------------------------|
| ROOF   | HelpyGSM   | Built-in active speak. unit     | Built-in pushbutton           |
| CAR  | Microphone cable   | MIC3 / –                        | ALC / –                       |
| CAR BOTTOM   | Passive speak. unit  | ALT2 / MIC2 / –                 | ALC / –                       |
| LANDING FLOOR 1                                    | Active speak. unit   | VVY / –                         | ALY / –                       |
| LANDING FLOOR 2                                    | Passive speaker unit combined to the active speaker unit positioned in the landing floor 1 |                                 | ALY / –                       |
| LANDING FLOOR 3                                    | Active speak. unit   | VVX / –                         | ALZ / –                       |
| LANDING FLOOR 4                                    | Passive speaker unit combined to the active speaker unit positioned in the landing floor 3 |                                 | ALZ / –                       |
| PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET |  |                                 |                               |
| 633  |  | 730 (factory)                   |                               |

### *Installation with independent speaker units on car-top / car-cabin / pit*

|   | DEVICE             | SPEAKER UNIT<br>terminal blocks | PUSHBUTTON<br>terminal blocks |
|---|--------------------|---------------------------------|-------------------------------|
| <b>ROOF</b>   | HelpyGSM           | Built-in active speak. unit     | Built-in pushbutton           |
| <b>CAR</b>  | Active speak. unit | VVX / –                         | ALC / –                       |
| <b>PIT</b>  | Active speak. unit | VVY / –                         | ALY / –                       |
| <b>PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET</b> |                    |                                 |                               |
| 633   |                    | 731                             |                               |

### *Installation with HelpyGSM installed in the machine room*

|   | DEVICE   | SPEAKER UNIT<br>terminal blocks | PUSHBUTTON<br>terminal blocks |
|---|--|---------------------------------|-------------------------------|
| <b>MACHINE ROOM</b>                                       | HelpyGSM   | Built-in active speak. unit     | Built-in pushbutton           |
| <b>ROOF</b>   | Passive speaker unit combined to the car active speaker unit |                                 | ALZ / –                       |
| <b>CAR</b>  | Active speak. unit   | VVX / –                         | ALC / –                       |
| <b>PIT</b>  | Active speak. unit   | VVY / –                         | ALY / –                       |
| <b>PROGRAMMING CODES "TYPE OF INSTALLATION" TO BE SET</b> |  |                                 |                               |
| 633   |  | 731                             |                               |

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## CONNECTING THE EMERGENCY CALL BUTTONS

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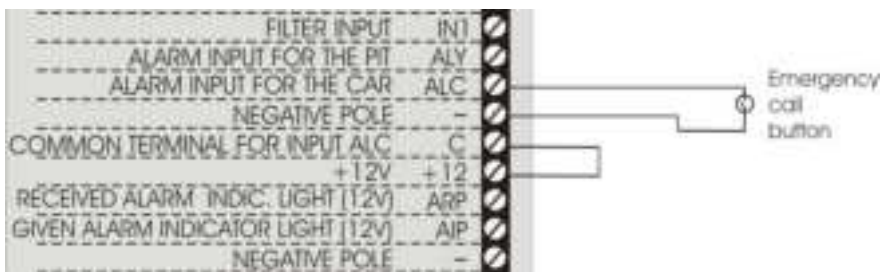
### Car pushbutton

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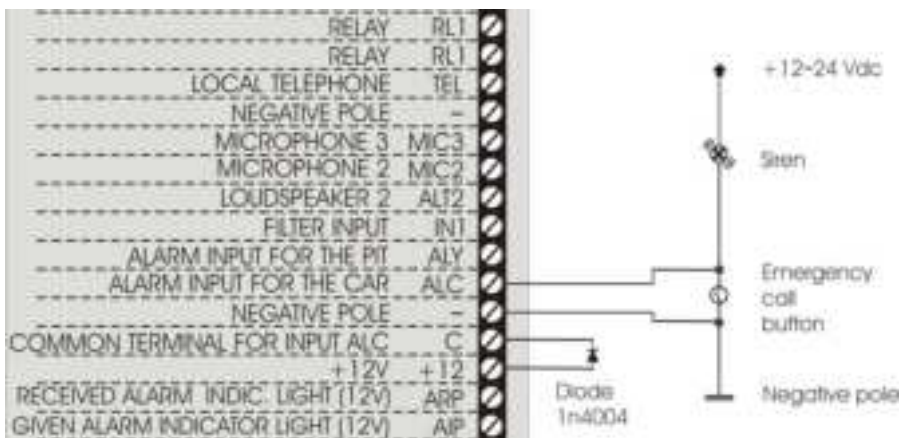
It is possible to connect (inside the elevator car) voltage free contact pushbuttons or powered pushbuttons.

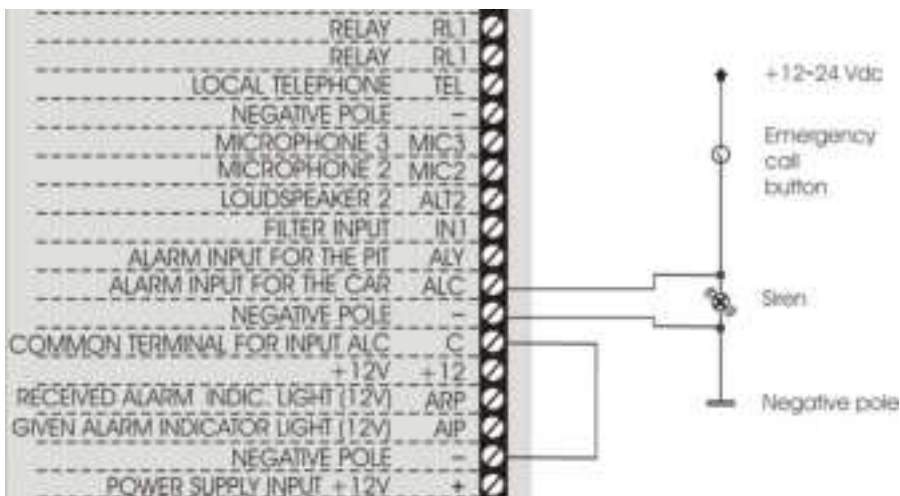
- Connect, following one of the diagrams shown below, the car pushbutton.

#### *Voltage free contact pushbuttons*



#### *Powered pushbuttons (12~24Vdc) – 2 solutions*

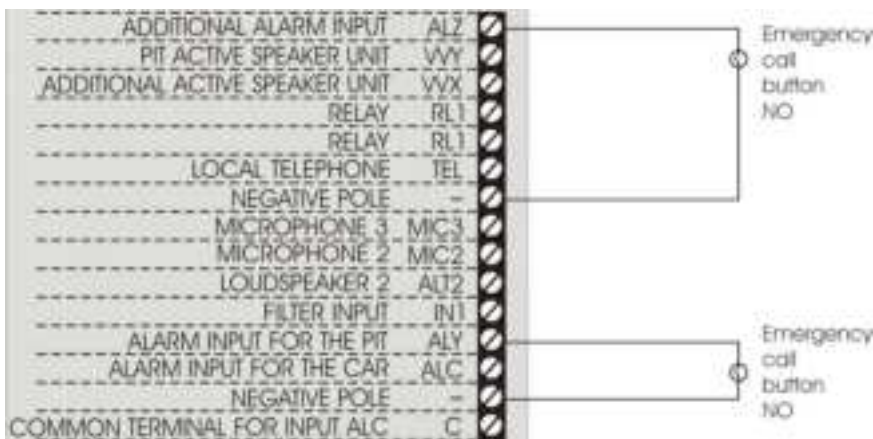




## Other pushbuttons

It is possible to use for the pit, the car-top or the landing floors, voltage free contact pushbuttons (NO).

- Connect, following the diagram shown below, the other pushbuttons.

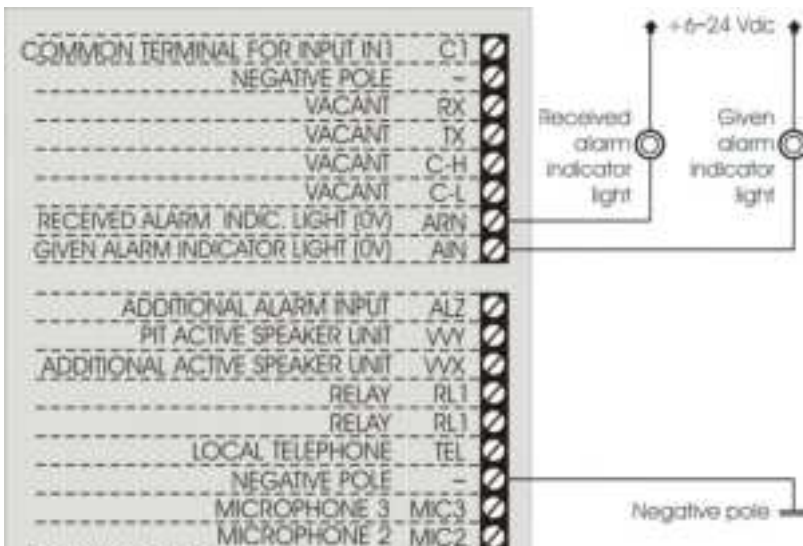
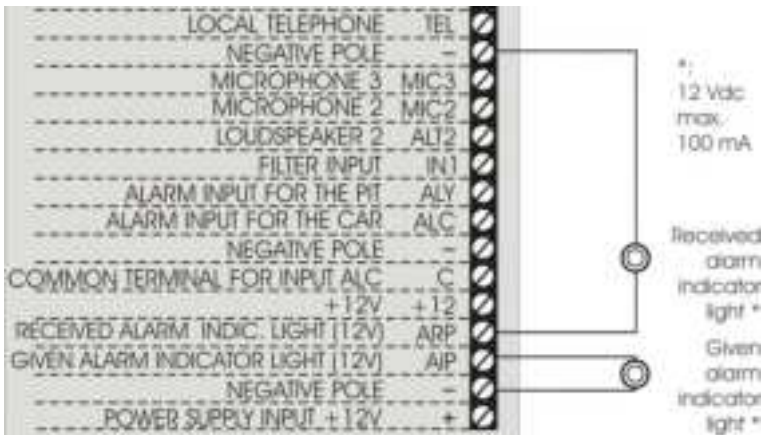




## CONNECTING THE INDICATOR LIGHTS

The GIVEN ALARM INDICATOR LIGHT (yellow) switches on after pressing the emergency button to indicate the beginning of the alarm procedure and stays steady light until the end. The RECEIVED ALARM INDICATOR LIGHT (green) switches on when the alarm call is answered.

- Connect, following one of the diagrams shown below, the indicator lights.



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## **CONNECTING THE LOCAL TELEPHONE**

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- Connect the local telephone (for programming and managing the device) directly to the RJ11 connector (L in the picture at page 2) or to TEL and – terminals (irrespective of the polarity).

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## **CONNECTING THE FILTER INPUT**

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- Connect the filter contact as per one of the modes shown in the table:

| <b>C1 TERMINAL CONNECTED TO:</b> | <b>FILTER CONTACT<br/>TERMINAL BLOCKS</b> |
|----------------------------------|---|
| +12                              | IN1 / –                                   |
| –                                | IN1 / +12                                 |
| external reference               | IN1 / external reference                  |

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## **CONNECTING THE AUXILIARY INPUT**

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- Connect the external contact (normally open) to ALZ and – terminals.

*Note: the ALZ input must be programmed as auxiliary input (by setting parameter 55).*

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## **CONNECTING THE RELAY**

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- Connect the output RL1 (normally open contact) to the external device.

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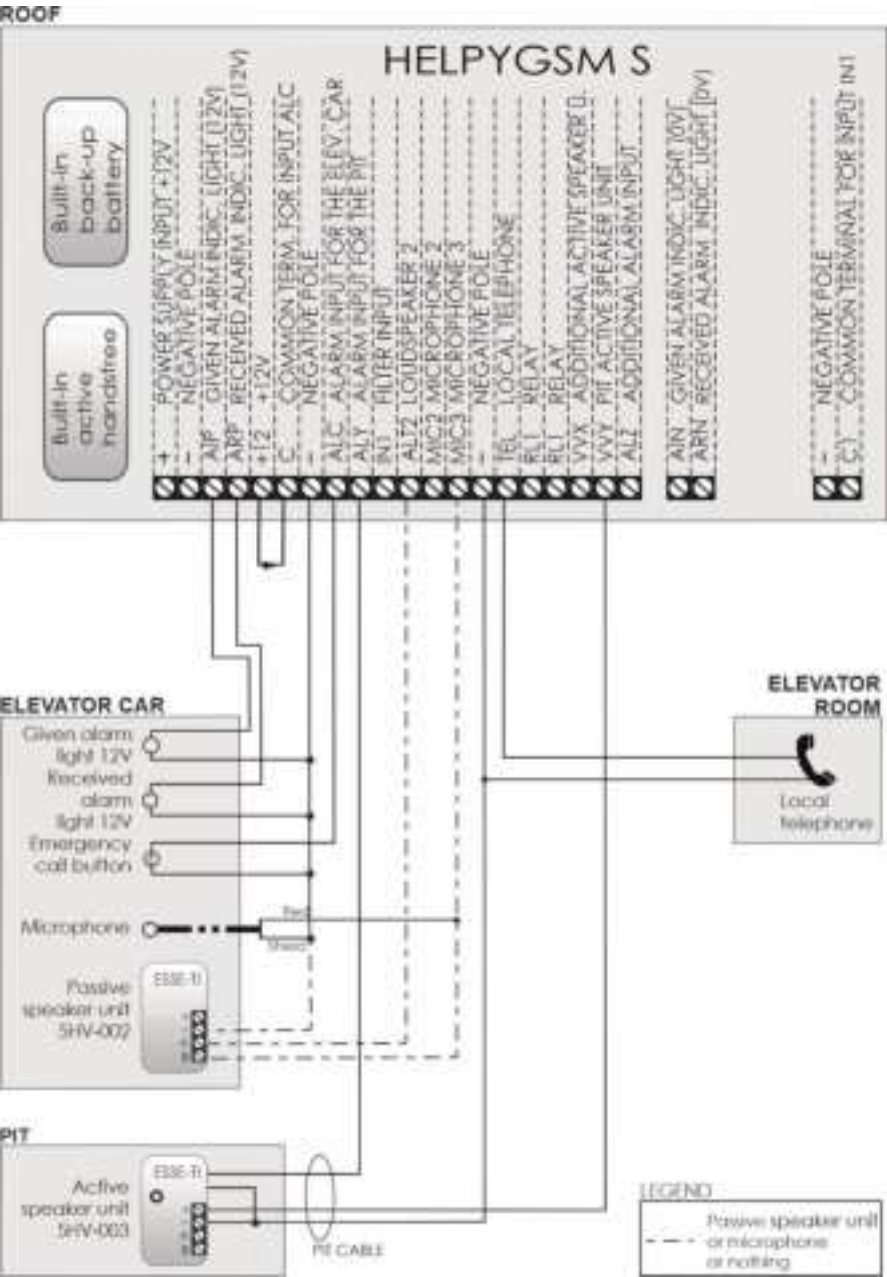
## **REPLACING BATTERY**

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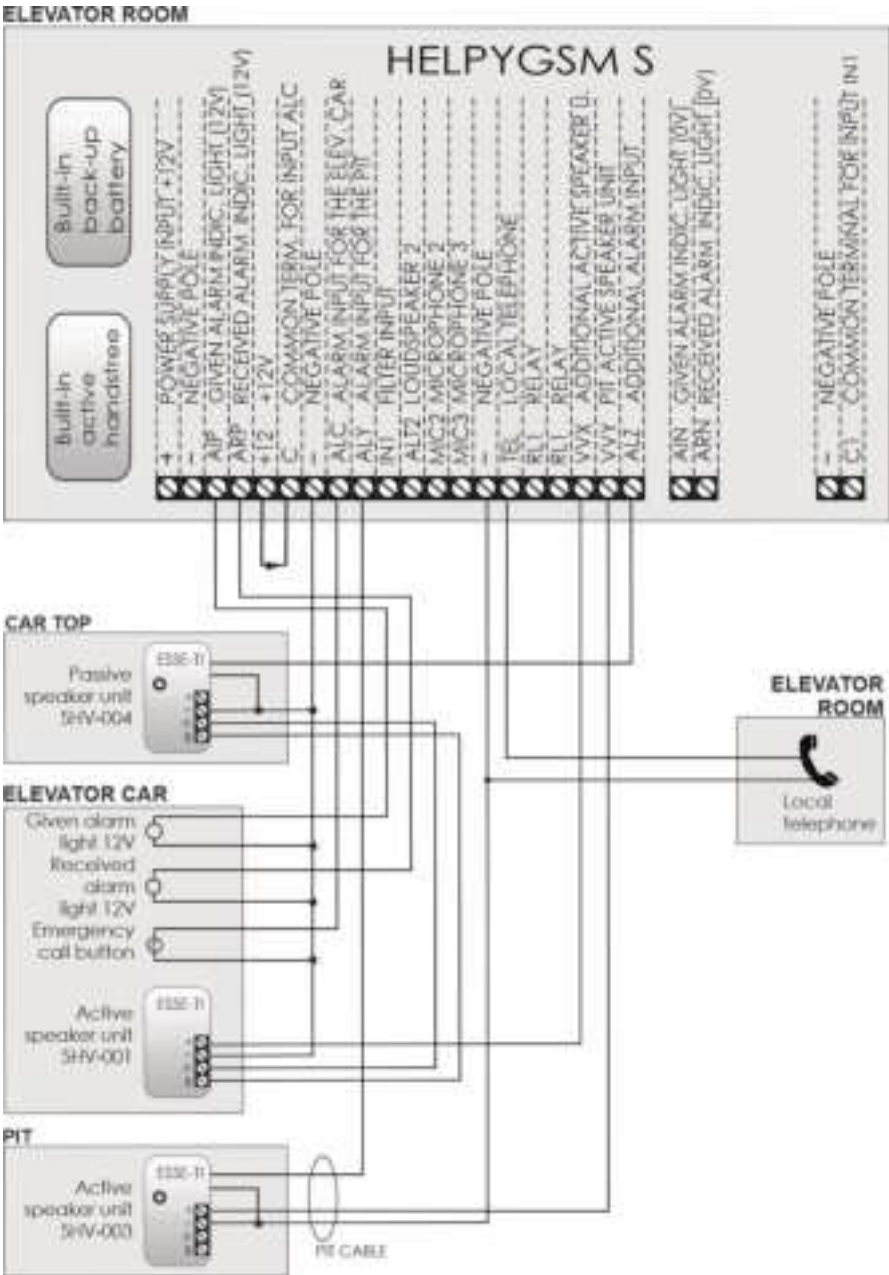
### **ATTENTION**

**Only use replacement batteries supplied by Esse-ti.**

# WIRING DIAGRAM – EXAMPLE 1



# WIRING DIAGRAM – EXAMPLE 2



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## TURNING ON

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### Power connection


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- Connect the power supply cable to the 230Vac mains.
- or
- Connect an external 12Vdc power supply (min. 11Vdc, max. 14Vdc) to the power supply input of the terminal block (+ and – terminals).
- Connect the built-in backup battery cable to the slot B in the picture at page 2.
- Close the cover by screwing the two screws.


*Note: the power supply cable's plug must be always easily accessible.*

*Note: a protection cut-out switch must be installed upstream to interrupt power supply in case of fault.*

### Turning on

- Wait 1 minute after power-up to give time to the HelpyGSM to register correctly with the mobile network.
- Make sure the GSM module status LED (  ) flashes as shown in the paragraph "LED signalling GSM module status" on page 29.

If the GSM module status LED (  ) stays permanently lit, HelpyGSM has not properly registered with the mobile provider or the SIM card is protected by PIN:

- Check the SIM is correctly inserted and, if the SIM card has a PIN, enter the PIN using the code 282.
- See also the chapter "Troubleshooting" on page 32.
- Check the intensity of the mobile signal using the LED  (see paragraph "LED signalling GSM signal strength" on page 28) and find, for the placement of the antenna, an area with enough signal.

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## MINIMUM OPERATIONS TO VERIFY PROPER INSTALLATION

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### 1. PROGRAMMING

- Access to programming: lift the local telephone handset and dial **\*0#**.

The programming activated message will be heard.

- Program a telephone number for the emergency-call alarm: dial **210112** < telephone number > **#**.
- Record the identification message of the specific elevator (max. 22 seconds), which is meant to contain all necessary information concerning the elevator location: dial **7101** and, after the "Correct" message, pronounce the message and hang up.
- To listen again to the previous message: lift the handset and dial **7201**.
- Make an external call to check the telephone line presence: dial **0** and, after the "Correct" message, digit the telephone number to make a test call.

### 2. TESTING THE ALARM PROCEDURE

- Press the emergency call button for more than 2 seconds (factory value).

The alarm starts.

### 3. ANSWERING THE ALARM

*Note: the activation mode of the communication with the trapped person can be configured with the "Two-way communication mode during an alarm" programming (code 78).*

*-1<sup>st</sup> mode: automatic two-way connection established after the messages (factory default)*

- Answer by the called party.

The two-way communication mode will be activated after the voice messages.

- Speak with the trapped person.

*-2<sup>nd</sup> mode: two-way communication established after input of "Communication activation" code*

- Answer by the called party.

The voice messages will be heard.

- Press **[0]** to speak with the trapped person.

-3<sup>rd</sup> mode: immediate and automatic two-way communication (no messages)

- Answer by the called party.
- Speak with the trapped person.

#### 4. RESETTING THE ALARM

*Note: the alarm reset mode can be configured with the “Alarm reset mode” programming (code 77).*

-1<sup>st</sup> mode: reset by “End” code (factory default)

- Press **[9]** to end the alarm.

-2<sup>nd</sup> mode: automatic reset

- Hang up (or press **[9]**) to end the alarm.

-3<sup>rd</sup> mode: automatic reset with local acknowledgement

- Hang up to end the call.
- Press the reset pushbutton to end the alarm.

An end-of-alarm call will be generated.

- Answer by the called party.
- Press **[9]**.

If the reset pushbutton is not pressed within 6 hours, the alarm is automatically ended.

*Note: in case it should not be possible to stop the alarm procedure remotely (i.e. the entered telephone number is incorrect) simply lift the handset of the local telephone and dial \* <Password> # (by factory default: **[\*][0][#]**) or press the reset pushbutton.*

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## ***USING THE RESET BUTTON***

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*Note: the reset operation does not alter the previously set parameters.*

Use of the reset pushbutton (D in the picture at page 2):

- Pressing shortly  
Allows to interrupt an alarm call.  
By pressing shortly you get the same result as lifting the handset of the local telephone and entering \* <Password> #.
- Pressing longer (10 seconds)  
Allows to reset the device.  
By pressing longer, HelpyGSM will be re-started with no need to disconnect the power supply.



# PROGRAMMING

In the tables:

- **INST** indicates that programming is allowed by the installer;
- **OPER** indicates that the programming is allowed by the maintenance technician;
- factory programming is highlighted in bold.

## Basic programming

| BASIC PROGRAMMING               |  |   |   |                  |  |
|---------------------------------|--|---|---|------------------|--|
| <b>ACCESS TO PROGRAMMING</b>    | <input checked="" type="checkbox"/> <INSTALLER or OPERATOR PASSWORD> <input checked="" type="checkbox"/><br>(factory setting: <input checked="" type="checkbox"/> <b>0</b> <input checked="" type="checkbox"/> ) |   |   |                  |  |
| <b>EXITING THE PROGRAMMING</b>  | <input checked="" type="checkbox"/> <INSTALLER or OPERATOR PASSWORD> <input checked="" type="checkbox"/><br>(factory setting: <input checked="" type="checkbox"/> <b>0</b> <input checked="" type="checkbox"/> ) |   |   |                  |  |
| <b>TELEPHONE NUMBERS (INST)</b> | <b>2</b> <b>1</b>  | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/><br>(position from 01 to 12)<br><br>(note: for compliance with EN 81-28:2022, the rescue service number must be stored in position 01) | SOURCE                                  | RECEIVER         | <input checked="" type="checkbox"/> ... <input checked="" type="checkbox"/> <input checked="" type="checkbox"/><br>(X...X = telephone number, max 20 digits; * = 2 sec- pause) |
|                                 |  |   | <b>1</b> emergency-call button          | –                |  |
|                                 |  |   | <b>2</b> battery alarms                 | <b>2</b> USER    |  |
|                                 |  |   | <b>3</b> periodic automatic test call   | <b>3</b> ESSE-TI |  |
|                                 |  |   | –                                       | <b>4</b> CLI     |  |
|                                 |  |   | <b>5</b> SIM card expiring alarm        | <b>5</b> SMS     |  |
|                                 |  |   | <b>6</b> diagnostic alarm               | <b>6</b> P100    |  |
|                                 |  |   | <b>7</b> no external power supply alarm | –                |  |
|                                 |  |   | <b>8</b> auxiliary alarm                | –                |  |
|                                 |  |   | <b>9</b> end of alarm                   | –                |  |

| BASIC PROGRAMMING                         |   |   |   |           |
|---|---|---|---|-----------|
| DELETING<br>TELEPHONE<br>NUMBER<br>(INST) | <input type="text" value="2"/> <input type="text" value="1"/> | <input type="text" value="X"/> <input type="text" value="X"/><br>( position from 01 to 12)  | <input type="text" value="#"/>  |           |
| TYPE OF<br>INSTALLATION<br>(INST)         | Number of<br>active<br>speaker<br>units                       | <input type="text" value="6"/> <input type="text" value="3"/>   | <input type="text" value="1"/> only the built-in active speaker unit  |           |
|   |   |   | <input type="text" value="2"/> built-in active speaker unit and 1 active speaker unit connected   |           |
|   |   |   | <input type="text" value="3"/> built-in active speaker unit and 2 active speaker units connected  |           |
|   |   |   | <input type="text" value="0"/> simultaneous communication between all speaker units connected   |           |
|   | Active speaker unit in the car                                | <input type="text" value="7"/> <input type="text" value="3"/>   | <input type="text" value="0"/> no<br><input type="text" value="1"/> yes   |           |
| DATE<br>(INST)                            | <input type="text" value="3"/> <input type="text" value="6"/> | WEEKDAY   | <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/><br>(dd) (mm) (yy) |           |
|   |   | <input type="text" value="0"/> SUNDAY   |   |           |
|   |   | <input type="text" value="1"/> MONDAY   |   |           |
|   |   | <input type="text" value="2"/> TUESDAY  |   |           |
|   |   | <input type="text" value="3"/> WEDNESDAY  |   |           |
|   |   | <input type="text" value="4"/> THURSDAY   |   |           |
|   |   | <input type="text" value="5"/> FRIDAY   |   |           |
|   |   | <input type="text" value="6"/> SATURDAY   |   |           |
| TIME<br>(INST)                            | <input type="text" value="3"/> <input type="text" value="5"/> | <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> <input type="text" value="X"/> (hhmm; from 0000 to 2359) |   |           |
| RECORD THE<br>MESSAGES<br>(INST)          | <input type="text" value="7"/> <input type="text" value="1"/> | <input type="text" value="0"/> <input type="text" value="1"/><br>identification message (max. 25s)  | (record)  | (hang up) |
|   |   | <input type="text" value="0"/> <input type="text" value="2"/><br>courtesy message (max. 25s)  |   |           |

| BASIC PROGRAMMING                       |                         |                                 |  |  |   |
|---|-------------------------|---------------------------------|--|--|---|
| LISTEN TO THE MESSAGES<br>(INST/OPER)   | 7 2                     | 0 1<br>identification message   |  | (listen)                                       |   |
|   |                         | 0 2<br>courtesy message         |  |  |   |
| LOW BATTERY ALARM<br>ALARM (INST)       | 5 2                     | 0 disabled alarm                |  |  |   |
|   |                         | 1 enabled alarm                 |  |  |   |
| REPLACE BATTERY ALARM<br>ALARM (INST)   | 5 6                     | 0 disabled alarm                |  |  |   |
|   |                         | 1 enabled alarm                 |  |  |   |
| AUTOMATIC TEST DATA<br>(INST)           | Frequency days          | 3 1                             | X (days, from 1 to 9; factory default 3) |  |   |
|   | Time of the call        | 3 2                             | X X X X (hhmm; from 0000 to 2359)        |  |   |
|   | Enabling automatic test | 3 4                             | 0 automatic test disabled                |  |   |
|   |                         |                                 | 1 automatic test enabled (EN 81-28:2018) |  |   |
|   |                         |                                 | 3 automatic test enabled (EN 81-28:2004) |  |   |
| Manually perform a test call            |                         | 3 4 2                           |  |  |   |
| PROTOCOLS IDENTIFICATION CODE<br>(INST) | 2 2                     | 2 Esse-ti                       |  | X...X (identification code)                    |   |
|   |                         | 3 P100                          |  |  |   |
| SPEAKER UNITS VOLUME<br>(INST/OPER)     | 8 0                     | 1 built-in active speaker unit  |  | X loudspeaker (from 1 to 5; factory default 2) | X microphone (from 8 to 9; factory default 8) |
|   |                         | 2 speaker unit connected to VVY |  |  |   |
|   |                         | 3 speaker unit connected to VVX |  |  |   |
| MESSAGES VOLUME<br>(INST/OPER)          | 8 0 4                   |                                 |  | X (from 1 to 5; factory default 2)             |   |

| BASIC PROGRAMMING                             |   |  |   |  |            |
|---|---|--|---|--|------------|
| <b>GENERAL VOLUME (INST/OPER)</b>             | <b>[8][1]</b>   | <b>[X]</b><br>loudspeaker<br>(from 1 to 5;<br>factory default <b>2</b> ) | <b>[X]</b><br>microphone<br>from 8 to 9;<br>factory<br>default <b>8</b> ) | <b>[X]</b><br>messages<br>(from 1 to<br>5; factory<br>default <b>2</b> ) | <b>[#]</b> |
| <b>LISTEN TO THE PROGRAMMING AGAIN (INST)</b> | <b>[X]...[X]</b> (programming code prefix) <b>[X]</b> |  |   |  |            |
| <b>RESTORE FACTORY SETTINGS (INST)</b>        | <b>[9][9][X][0][#]</b>                                |  |   |  |            |

## Advanced programming

| ADVANCED PROGRAMMING   |               |  |  |
|--|---------------|--|--|
| <b>CHANGE INSTALLER PASSWORD "0" (INST)</b>                        | <b>[9][1]</b> | <b>[X]...[X][X]</b><br>(old)   | <b>[X]..[X][X]</b> <b>[X]..[X][X]</b><br>(new) (new) |
| <b>CHANGE OPERATOR PASSWORD "1" (INST)</b>                         | <b>[9][2]</b> | <b>[X]...[X][X]</b><br>(old)   | <b>[X]..[X][X]</b> <b>[X]..[X][X]</b><br>(new) (new) |
| <b>EMERGENCY CALL BUTTONS DELAY (INST)</b>                         | <b>[4][2]</b> | <b>[X]</b> (seconds, from 2 to 9; factory default <b>3</b> )         |  |
| <b>CAR EMERGENCY CALL BUTTON (ALC) NORMALLY CLOSED/OPEN (INST)</b> | <b>[4][1]</b> | <b>[0]</b> normally closed   |  |
|  |               | <b>[1]</b> normally open   |  |
| <b>NO EXTERNAL POWER SUPPLY ALARM (INST)</b>                       | <b>[5][1]</b> | <b>[0][0]</b> disabled alarm   |  |
|  |               | <b>[X][X]</b> enabled alarm with XX minutes delay<br>(from 01 to 99) |  |
| <b>SPEAKER UNITS DIAGNOSTIC ALARM (INST)</b>                       | <b>[5][4]</b> | <b>[0]</b> disabled alarm  |  |
|  |               | <b>[1]</b> enabled alarm for speaker unit connected to VVX           |  |
|  |               | <b>[2]</b> enabled alarm for speaker unit connected to VVY           |  |
|  |               | <b>[3]</b> enabled alarm for speaker units connected to VVX and VVY  |  |

| ADVANCED PROGRAMMING   |       |   |
|--|-------|---|
| AUXILIARY<br>ALARM<br>(INST)                                       | 5 5   | 0 disabled alarm  |
|  |       | 1 enabled alarm   |
| SIM CARD<br>EXPIRING<br>ALARM<br>(INST)                            | 2 4 3 | X X (months, from 01 to 30;<br>00= disabled alarm)  |
| ENABLE FILTER<br>(INST/OPER)                                       | 5 3   | 0 disabled  |
|  |       | 1 enabled   |
| FILTER BYPASS<br>(INST/OPER)                                       | 4 9   | X X (seconds, from 15 to 30; 99=no bypass)  |
| FILTER INPUT<br>NORMALLY<br>CLOSED/OPEN<br>(INST/OPER)             | 4 8   | 0 normally closed   |
|  |       | 1 normally open   |
| ALARM<br>OPERATION<br>WITHOUT<br>TELEPHONE LINE<br>(INST)          | 2 5   | 1 AI indicator light lit and courtesy message   |
|  |       | 2 AI indicator light unlit and no courtesy message  |
|  |       | 3 AI indicator light lit and no courtesy message  |
| REPEATS OF<br>COURTESY<br>MESSAGE<br>DURING<br>AN ALARM<br>(INST)  | 2 7 0 | X X (seconds between two courtesy messages, from<br>02 to 59; 00=no courtesy message; 01=one<br>courtesy message for each call) |
| "COMMUNICA-<br>TION<br>ACTIVATED"<br>MESSAGE<br>SETTING<br>(INST)  | 2 7 1 | 0 disabled message  |
|  |       | 1 enabled message   |
| TWO-WAY<br>COMMUNICA-<br>TION MODE<br>DURING AN<br>ALARM<br>(INST) | 7 8   | 0 two-way communication established after input of<br>"Communication activation" code   |
|  |       | 1 automatic two-way communication<br>established after messages   |
|  |       | 2 immediate and automatic two-way communication<br>(no messages)  |

| ADVANCED PROGRAMMING  |    |   |                        |     |
|---|----|---|------------------------|-----|
| ALARM RESET<br>MODE<br>(INST)   | 77 | 0 automatic reset   |                        |     |
|   |    | 1 alarm reset by "End alarm" code                                       |                        |     |
|   |    | 2 automatic reset with local acknowledgement                            |                        |     |
| "PLAY<br>IDENTIFICATION<br>MESSAGE" CODE<br>(INST)                        | 47 | X...X (from 1 to 3 digits; factory default 5)                           |                        | [⌘] |
| "COMMUNICA-<br>TION ACTIVA-<br>TION" CODE<br>(INST)                       | 45 | X...X (from 1 to 3 digits; factory default 0)                           |                        | [⌘] |
| "END ALARM"<br>CODE<br>(INST)   | 43 | X...X (from 1 to 3 digits; factory default 9)                           |                        | [⌘] |
| "EXCLUSION"<br>CODE<br>(INST)   | 44 | X...X (from 1 to 3 digits; factory default 1)                           |                        | [⌘] |
| RESET MESSAGES<br>(INST)  | 74 | 01 identification message   |                        |     |
|   |    | 02 courtesy message   |                        |     |
| CHANGE<br>LANGUAGE<br>(INST)  | 79 | XX (language: 00 Italian, 01 English, 02 German, 03 French, 07 Spanish) |                        |     |
| MULTI-<br>LANGUAGE<br>COURTESY<br>MESSAGE<br>(INST)                       | 89 | XX<br>(second language)   | XX<br>(third language) | [⌘] |
| DURATION OF<br>TWO-WAY<br>COMMUNICA-<br>TION DURING AN<br>ALARM<br>(INST) | 46 | X (minutes, from 2 to 9)  |                        |     |
| NUMBER OF<br>CALLS TO THE<br>SAME NUMBER<br>FOR EACH CYCLE<br>(INST)      | 60 | X (calls, from 1 to 9)  |                        |     |
| CALL CYCLES FOR<br>EMERGENCY CALL<br>ALARMS<br>(INST)                     | 69 | X (cycles, from 1 to 9; 0= unlimited)                                   |                        |     |

| ADVANCED PROGRAMMING   |  |   |
|--|--|---|
| CALL CYCLES FOR TECHNOLOGICAL ALARMS AND TEST CALLS (INST)                 | <input type="text" value="6"/> <input type="text" value="2"/>                                | <input checked="" type="checkbox"/> (cycles, from 1 to 9; 0= 10 cycles; factory default <b>3</b> )  |
| WAITING TIME BETWEEN TECHNOLOGICAL OR TEST CALLS TO THE SAME NUMBER (INST) | <input type="text" value="5"/> <input type="text" value="8"/>                                | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> (minutes, from 01 to 99; 00=30 seconds, factory default <b>02</b> ) |
| AUTOMATIC ANSWER (INST)  | <input type="text" value="6"/> <input type="text" value="4"/>                                | <input checked="" type="checkbox"/> (ring number, from 1 to 9; 0= 10 rings; factory default <b>2</b> )                                      |
| OPERATION MODE AFTER AUTOMATIC ANSWER (INST)                               | <input type="text" value="7"/> <input type="text" value="6"/>                                | <input type="text" value="0"/> <b>programming mode</b>  |
|  |  | <input type="text" value="1"/> direct connection with the car   |
| CONNECTION DURATION AFTER AUTOMATIC RESPONSE (INST)                        | <input type="text" value="6"/> <input type="text" value="5"/>                                | <input checked="" type="checkbox"/> (minutes, from <b>1</b> to 9)   |
| RELAY SETTING (INST)   | <input type="text" value="7"/> <input type="text" value="5"/> <input type="text" value="1"/> | <input type="text" value="1"/> same behaviour as output AI  |
|  |  | <input type="text" value="2"/> same behaviour as output AR  |
|  |  | <input type="text" value="3"/> active for external power failure  |
|  |  | <input type="text" value="4"/> <b>door opener</b>   |
|  |  | <input type="text" value="5"/> active as long as the emergency alarm progresses   |
|  |  | <input type="text" value="6"/> active as long as the buttons are pressed  |
|  |  | <input type="text" value="7"/> active for telephone line absence  |
|  |  | <input type="text" value="8"/> active for low battery   |
| RELAY INTERMITTENCE (INST)   | <input type="text" value="3"/> <input type="text" value="0"/>                                | <input type="text" value="0"/> <b>steady-state</b>  |
|  |  | <input type="text" value="1"/> intermittent (500 ms ON / 500 ms OFF)  |

| ADVANCED PROGRAMMING                     |                       |  |   |   |
|--|-----------------------|--|---|---|
| DTMF GENERATOR SETTING (INST)            | 83                    | 0 DTMF generated by mobile network   |   |   |
|  |                       | X DTMF generated by HelpyGSM<br>(DTMF duration = X·50ms; from 1 to 9; factory default 2) |   |   |
| DISABLE ROAMING (INST)                   | 700                   | XXX (MCC)  | XX (MNC)                                  | # |
| ENABLE ROAMING (INST)                    | 700#                  |  |   |   |
| ENTER PIN CODE (WHEN PIN ACTIVE) (INST)  | 282                   | X...X (PIN) X  | X...X (PIN) X                             |   |
| ASSIGN NEW PIN (INST)                    | 284                   | X...X (PIN) X  | X...X (PIN) X                             |   |
| DISABLE PIN REQUEST (INST)               | 2830                  |  |   |   |
| RESTORE PIN REQUEST (INST)               | 2831                  |  |   |   |
| LISTEN TO THE MOBILE SIGNAL LEVEL (INST) | 244                   |  |   |   |
|  | Digits                |  | Quality                                   |   |
|  | 0                     |  | no signal                                 |   |
|  | 1                     |  | low signal<br>(connection not guaranteed) |   |
|  | 2                     |  | medium signal                             |   |
|  | 3                     |  | good signal                               |   |
|  | 4                     |  | high signal                               |   |
| LISTEN TO THE BATTERY LEVEL (INST)       | 38X (expressed in mV) |  |   |   |
| LISTEN TO THE POWER SUPPLY LEVEL (INST)  | 37X (expressed in mV) |  |   |   |



| ADVANCED PROGRAMMING     |           |                                  |
|--------------------------|-----------|----------------------------------|
| TEST OF ALARMS<br>(INST) | 9 0 0 9 9 | 1 emergency-call button          |
|                          |           | 2 battery alarms                 |
|                          |           | 3 periodic automatic test call   |
|                          |           | 5 SIM card expiring alarm        |
|                          |           | 6 diagnostic alarm               |
|                          |           | 7 no external power supply alarm |
|                          |           | 8 auxiliary alarm                |

## Programming via *e-stant* software

It is possible to program HelpyGSM via computer by using the USB/serial proprietary cable and the dedicated *e-stant* software.

*e-stant* software also allows to:

- update the firmware of HelpyGSM
- customize the messages of HelpyGSM
- set a microSD card to use for programming, customizing the messages and updating the firmware of HelpyGSM.

*e-stant* can be downloaded at the following link:

<https://www.esse-ti.it/en/software/e-stant/>

## Programming via microSD card

The microSD card properly set allows to:

- program HelpyGSM
- update the firmware of HelpyGSM
- customize the messages of HelpyGSM.

To use of the microSD card, see the relating instructions.

# Programming via SMS

---

Programming via SMS can be performed from any mobile phone or other device that can send SMS messages. An SMS notifying the programming was performed is sent by the HelpyGSM to the number that sent the programming.

**ATTENTION**  
**Programmed performed via SMS sent from the Internet could not have a positive result if the required format is not followed.**

## *MESSAGE FORMAT*

Each programming SMS must contain the password, which allows access to programming, and the programming codes to be performed.

The message format must be as follows:

**Et.hg \*xxx# c..c c..c**

Where:

Et.hg : is the start of the programming string

\*xxx# : is the password string (default installer password xxx = 0)

c..c : programming code

The strings and programming codes must be separated by a space.

Refer to the related paragraphs for the programming codes.

## *NOTIFICATION MESSAGE FORMAT*

The format of the notification message to the user who sent a programming SMS is similar to the programming message:

**Et!hg \*xxx# c..c c..cERROR**

Where:

Et!hg : is the start of the programming string

\*xxx# : is the password string (default installer password xxx = 0)

c..c : is the accepted programming code

c..cERROR : is the refused programming code

# USE

## Local use








In the tables:



: lift the local telephone handset



: lift the local telephone handset and dial **[X] 0 #** to access programming

| LOCAL USE                          |  |
|------------------------------------|--|
| CONVERSATION WITH THE CAR          |  CONVERSATION                             |
| CONVERSATION WITH ONE SPEAKER UNIT |  <b>1 1</b> CAR SPEAKER UNIT              |
|                                    |  <b>1 2</b> SPEAKER UNIT CONNECTED TO VVY |
|                                    |  <b>1 3</b> SPEAKER UNIT CONNECTED TO VVX |
|                                    |  <b>1 0</b> DEACTIVATE ALL                |
| EXTERNAL CALLS                     |  <b>0</b> <TELEPHONE NUMBER>              |
| DOOR OPENER RELAY                  |  <b>8 2 1</b>                             |

## Use remotely with HelpyGSM at rest

- Call HelpyGSM and wait for a response.
- After listening to the elevator identification message, dial:  
**[X] <password> #** (factory setting: **[X] 0 #**).
- All of the programming and functions below can now be performed:

| USE REMOTELY WITH HELPYGSM AT REST |  |
|------------------------------------|--|
| CONVERSATION WITH ONE SPEAKER UNIT | <b>1 1</b> CAR SPEAKER UNIT              |
|                                    | <b>1 2</b> SPEAKER UNIT CONNECTED TO VVY |
|                                    | <b>1 3</b> SPEAKER UNIT CONNECTED TO VVX |
|                                    | <b>1 0</b> DEACTIVATE ALL                |
| DOOR OPENER RELAY                  | <b>8 2 1</b>                             |

# SIGNALS

## LED signalling alarm / periodical test call (yellow)

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*Emergency-call alarm*



*Emergency call alarm suspended*



*Other alarms - Test call*



## LED signalling GSM signal strength (green)

---

*No signal*



*Low signal level*



*Medium signal level*



*Good signal level*



*High signal level*



## LED signalling GSM module status (red)

---

*HelpyGSM not registered correctly – PIN request – PIN incorrect – Other problems*



*HelpyGSM correctly registered on the 2G network*



## LED signalling power supply status (blue)

---

*The external power supply is connected and the battery has max capacity charge*



*The external power supply is connected and the battery has good capacity charge*



*The external power supply is connected and the battery has medium capacity charge*



*The external power supply is connected and the battery has low capacity charge*



*The external power supply is connected and the battery is either disconnected or dead*



*The external power supply is disconnected and the battery guarantees more than 7-hour operation in idle state*



*The external power supply is disconnected and the battery guarantees up to 7-hour operation in idle state*



*The external power supply is disconnected and the battery guarantees  
2-hour operation in idle state*



*The external power supply is disconnected and the battery guarantees  
1-hour operation in idle state*



## **Given alarm indicator light (yellow)**

---

*Alarm*



## **Received alarm indicator light (green)**

---

*Voice connection*



## **Missed test call notification (EN 81-28:2018)**

---

The Given alarm indicator light and the Received alarm indicator light flash in opposition to indicate the failure of the automatic test call.

The flashing sequence ends after the next successful test call or emergency call.




*Given alarm indicator light*



*Received alarm indicator light*



# TROUBLESHOOTING

| DETECTED PROBLEM  | ROOT CAUSE   | SOLUTION  |
|---|--|---|
| All LEDs are unlit  | HelpyGSM not supplied                                      | Check power supply  |
| The GSM module status LED  is steady on  | SIM card not present or not correctly inserted             | Correctly insert the SIM card in the dedicated location             |
|   | SIM card locked by PIN code                                | Enter the PIN using the code 282                                    |
|   | SIM card expired or damaged                                | Check the SIM card operation on your mobile phone                   |
|   | SIM card not supported (e.g. UMTS)                         | Make a test with a SIM card from a different provider               |
|   | Unconnected antenna or damaged connection cable            | Check the antenna connection and the correct operation of the cable |
|   | Mobile signal absence                                      | Check the signal strength by your mobile phone                      |
|   | Insufficient power supply                                  | Check the power supply  |
|   | Generic SW problem   | Switch off and back on HelpyGSM                                     |
| The GSM module status LED  blinks, but the GSM signal LED  is unlit | The mobile signal level is too low to allow outgoing calls | Move the antenna into a better position                             |



# EU DECLARATION OF CONFORMITY

Hereby, Esse-ti S.r.l. declares that the radio equipment type HelpyGSM is in compliance with Directives 2014/33/EU and 2014/53/EU.

The full text of the EU declaration of conformity is available from the following Internet address:

<https://www.esse-ti.it/en/dichiarazioni-di-conformita>

# NOTE



# **HelpyGSM**

edition 08/10/2024

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