



C-Bus Telephone Interface Users Guide

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Version 3.0.0

TICA - Telephone Interface Commissioning Application

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1 Installing the CBTI

1.1 Installation Instructions

For information on installing the CBTI please refer to the supplied Installation Manual. This is provided as a printed manual in the product box.

2 Introduction

2.1 Description

The C-Bus Telephone Interface offers a dial in and dial out facility, permitting control and status monitoring for a C-Bus system. It also includes an audio output, so that C-Bus events can be audibly announced.

The Telephone Interface is programmed using a connection to a PC running special configuration software. The interface to the PC also permits the Telephone Interface to be made transparent, so it can also act as a 5500PC C-Bus PC Interface. Thus, using the Telephone Interface, C-Bus can be programmed and configured either locally or from a remote site using a data modem.

The Telephone Interface is suitable for connection to the telephone network using a Mode 3 connection, in parallel, or by insertion into the local circuit. It can be installed either as a stand-alone item with connection to C-Bus, or installed into a Clipsal StarServe cabinet.

2.2 Version Information

Telephone Interface Commissioning Application (TICA) version information.

- This version of TICA is 3.0.0.
- The release date for this version of TICA was June 2007.
- The firmware version shipped with this version of TICA is 6.3.
- The modem patch version shipped with this version of TICA is 6.

For the latest version of this software, see the Clipsal Integrated Systems web site at <http://www.clipsal.com/cis>.

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2.3 What's New

Version 3.0

- Added ability to add user generated WAV files to a project. (These are available from the new "Custom Words" tab in the phrase builder dialog).
- Add 134 new words to the predefined word list.
- Added all Doorbell sounds to main library. (These are available from the new "Sounds" tab in the phrase builder dialog).
- Added new Doorbell sounds.

Version 2.4

This version of Tica includes the addition of Answer Mode available on the [Telephony Screen](#)¹⁹.

3 Using Tica

3.1 Errors

3.1.1 Compiler Errors

During compilation of a Tica project in readiness to transfer to the CBTI, it is possible that errors will be detected. Currently Tica looks for the following configuration problems:

Project details too long.

The combined length of all the parameters for the project details on the [Project Screen](#)^[15] cannot exceed 254 characters. Shorten the length of these fields until the combined length is less than 254 characters.

Installer details too long.

The combined length of all the parameters for the installer details on the [Installer Screen](#)^[9] cannot exceed 254 characters. Shorten the length of these fields until the combined length is less than 254 characters.

Device X uses the same description as Device Y.

The description used for two devices can not be the same. If they are the same then there will be confusion during audio announcements. Alter the description of one of the devices to ensure that all devices have unique descriptions.

Device X does not have a description.

All devices need to have a description. Ensure all devices have their description set.

Device X is configured to use the "Unused" group. This is not allowed.

To be valid, a lighting device needs to have a valid C-Bus group selected. The "Unused" C-Bus group has been selected and needs to be changed to another C-Bus Group.

Device X uses a group already in use by another device.

The CBTI is restricted to having a C-Bus group only being used once by a device. If two devices are set to use the same C-Bus group one will need to be changed to ensure all devices have unique C-Bus groups.

Device X has no C-Bus group set.

To be valid, a lighting device needs to have a valid C-Bus group selected. No C-Bus group has been selected, a C-Bus Group needs to be selected.

User ID X has been duplicated. ID's must be unique.

Each user must have a unique ID. If the ID is not unique it would not be possible to identify which user is trying to login to the CBTI.

User X's passcode must be between 4 and 8 characters in length.

For security reasons user passcode's must be at least 4 characters long. They are not allowed to be longer than 8 characters.

You have selected to use the "Go to away mode" option, but have not selected a device.

If "Go to Away mode" is selected on the [Mode Screen](#)^[13], you must also select a valid device to use for the Go to away mode action. Either select a valid device or uncheck the option to "Go to away mode".

You have selected to use the "Go to home mode" option, but have not selected a device.

If "Go to home mode" is selected on the [Mode Screen](#)^[13], you must also select a valid device to use for the Go to home mode action. Either select a valid device or uncheck the option to "Go to home mode".

Cannot use the same device and level for goto home and goto away mode change.

If both the "Go to away mode" and "Go to home mode" options on the [Mode Screen](#)¹³, you must ensure that a unique combination of Devices and Levels are selected. It is not possible for the CBTI to change to both the Home mode and the Away mode at the same time.

Memory capacity exceeded by X. Maximum allowed size is Y bytes, current size is Z bytes.

Too much audio and text data is used in your project. If X is *TPhraseAudioWriter* then too much Audio data is used, if X is *TPhraseTextWriter* then too much text data is used. Change to a smaller library (some languages use less audio) or reduce the number of words used in Lighting Devices and messages.

Number of used C-Bus Applications exceeds 10.

The CBTI only supports the use of 10 different C-Bus Applications across all Lighting Devices. Remove Lighting Devices until the total number of different C-Bus Applications is 10 or less.

No Audio Library has been selected

The project requires an Audio Library to be selected in the project configuration. This is used to supply the source of audio data. Select an available library from the library combo box on the [Audio Screen](#)⁹.

3.1.2 Error Communicating to Unit

Whilst performing any communications to a CBTI there are various errors that may occur:

Basic Communication Errors

Error with com port

This error can be caused if a com port is selected that is already in use by another application. This error may also occur when the com port is unable to set the required parameters to communicate with the CBTI. The error message should contain further information as to the specific problem experienced.

Unrecognised data packet

This error can occur if the CBTI is of the incorrect version or if you are attempting to communicate to a device that is not a CBTI.

Timeout waiting for response. Check connection

This error can occur for many reasons, some possible reasons are:

- The CBTI has no power connected.
- The programming cable is not plugged in.
- The wrong com port has been selected.

Errors returned from the CBTI Firmware

The following errors may be returned by the CBTI firmware. In general operation these should never be seen. If one does occur, retry the transfer operation.

If one of the following errors keeps persisting, ensure that you are using this software with the correct CBTI hardware.

- **Command Type not recognised**
- **Buffer Overflow in CBTI**
- **Command Format Error**
- **Illegal Address**
- **Not Ready**
- **Checksum / Command Length / Timeout Error**
- **Write Fail**

3.1.3 Incorrect Version of the Project File

The Tica project file (*.TIC) is not the correct version. This is most likely to occur if you attempt to open a project file in an old version of TICA that was created in a newer version of TICA.

Related Errors:

- [Invalid Tica Project File](#)^[7]

3.1.4 Invalid Tica Project File

The file you are attempting to open is not a Tica project file. If you are confident that the file is a Tica project file it is possible that the file has been corrupted as can no longer be read by Tica. Another possible reason is the file was generated by an incompatible version of Tica.

Related Errors:

- [Incorrect Version of the Project File](#)^[7]

3.1.5 Set Date and Time Error

This error occurs if for some reason Tica is unable to set the Date and Time in to the CBTI. Further information should be available in the error message identifying a possible reason for the error.

Related Errors:

- [Error Communicating to Unit](#)^[6]

3.2 Menu and Toolbar commands

File Menu

New

Create a new Tica Project. Runs the [New Tica Project wizard](#)^[30].

Open

Displays the Open Tica Project file dialog. From here select the desired Tica Project file and it will be opened.

Re-open

Presents a list of recently used Tica Project files. Select the desired file and it will be opened.

Save

Saves current changes to the disk. If this project has not previously been saved to the disk you will be asked to enter a file name.

Save As...

Requests a file name for saving the Tica Project.

Close

Closes the currently open Tica project file.

Exit

Closes the Tica Application.

Edit Menu

Cut

Moves the currently selected text on to the Windows Clipboard. You can then paste this text into another application or back in to Tica. If a table is currently selected the entire contents of the table will be COPIED (as per copy operation) on to the Windows Clipboard.

Copy


Copies the currently selected text on to the Windows Clipboard. You can then paste this text into another application or back in to Tica. If a table is currently selected the entire contents of the table will be copied on to the Windows Clipboard.

Paste

Copies the contents of the Windows Clipboard in to the currently selected edit control.

Tools Menu

Transfer to unit

Displays the [Transfer to unit wizard](#)  allowing you to send the currently open Tica Project file to the CBTI.

Set date and time

Displays the [Set date and time wizard](#)  allowing you to set the Date and Time in the CBTI.

Help Menu

Help Contents

Displays the help file.

Help Index

Displays the index of the help file.

Help on Help

Displays the Windows help file on how to use a help file.

Hints

If checked allows the display of hints for menu items and tool bar buttons when the mouse cursor is hovering of them. The hints appear in pop-up windows after a short delay.

Tip of the day

Displays useful tips about using Tica.

Web -> Website

Opens your preferred web browser and navigates to the Clipsal Integrated Systems web site.

Web -> Make a suggestion/Report a defect

Displays a wizard providing an easy means to reports defects or send feature requests to Clipsal Integrated Systems.

About

Displays a dialog with version and copyright information about Tica.

3.3 Overview

The Telephone Interface Commissioning Application (TICA) is used for configuring and transferring projects to the CBTI hardware.

3.4 Screens

3.4.1 Audio Screen

The Audio Screen is used to set options related to the speech produced by the CBTI.

Audio Configuration

Short Silence

The short silence period is the time in milliseconds the CBTI pause between playing each library word to a caller or out the "Audio Out" port. If the <SILENCE> word variable is used within the project configuration then this parameter is the duration of time for that silence. Recommended 10ms.

Long Silence

The long silence period is the time in milliseconds used for the <LONG SILENCE> word variable. Recommended 100 to 200 ms.

Library

Selects the library of audio to use for audio announcements. Currently there are a female and a male voice available, both have Australian accents.

Numeric Translate Mode

The numeric translate mode set the method used to announce numbers.

Value - Announce the number as a number value. For example if the CBTI is trying to announce the number 124 it will say "one hundred and twenty four".

Digits - Announce the number as a series of digits. For example if the CBTI is trying to announce the number 124 it will say "one two four".

The numeric translate mode is designed to simplify regional translation of CBTI audio. If a library is made available that does not conform to the English rules for translating numeric digits into numbers, it is possible to simply announce the digits.

Door Bell

Network, Application and Group

The values define the C-Bus Group (selected using C-Bus Network, Application and Group) to be monitored for the Door Bell operation. When a change is detected on the selected C-bus Group the sound defined in "Sound" is played out the audio out connector on the CBTI.

Sound

The sound to play when the Door bell C-Bus Group's value changes.

Related Screens:

- [Main Screen](#)¹²

Related Tasks:

- [Adapting the CBTI to different regions](#)²³

3.4.2 Installer Screen

The Installer screen is where you record information about who programmed and installed the CBTI.

Name, Company, Address, City, State, Post Code, Country, Phone, Mobile, Fax, Email and Website

The installer range of parameters are all general free form data entry parameters used to record details of the installer. The combined size of all the parameters can not exceed 255 characters in length.

Make Default Button

Pressing the "Make Default" button will store the currently entered Installer details (over writing the previous defaults). These settings are recalled and used when a new project is created, or by pressing the "Load Default" button.

Load Default Button

Recalls the last saved Installer details for use in the Tica Project.

Related Screens:

- [Main Screen](#) ^[12]

Related Tasks:

- [Extracting information from the CBTI](#) ^[25]

3.4.3 Lighting Devices Screen

The screen allows you to manage the lighting devices used by the CBTI.

Lighting Device Management

Adding new lighting devices

Press the "Add" button to add a new lighting device to the end of the lighting devices list.

Deleting lighting devices

Press the "Delete" button to delete the currently selected lighting device.

Changing the order of lighting devices

Use the "Move Up" and "Move Down" buttons to change the position of the currently selected lighting device. The position that a lighting device takes in the list will reflect the order that the devices are reported in status queries as well as the numerical ID used to select the device for control.

Selecting a Lighting device for editing

To edit a lighting device, select it in the list. Once selected the property editors in the lower portion of the screen will reflect the current configuration of that lighting device. Changing these properties will update the selected lighting device with the new values.

Lighting Device Properties

Network, Application and Group

The CBTI links a Lighting Device to a C-Bus Network, Application and Group.

Only a single C-Bus Network can be used across all Lighting Devices, and this is always forced to the C-Bus Network to which the CBTI is attached.

The CBTI allows one of its Lighting Devices to be linked to any one of up to 10 C-Bus Applications, and to any C-Bus Lighting Group within the selected Application.

This is the C-Bus Network that the C-Bus Group used by the Lighting Device is on. The C-Bus Network is forced to be the C-Bus Network that the CBTI is currently installed on. You can not

change this for individual devices, but it is possible to specify what C-Bus Network the CBTI is installed on. (refer [Project Screen](#)¹⁵).

Description

These are the words to be used to describe the lighting device during notification and status reports.

Notify Message

This is the message played during notification announcements.

Enable Announcement and Remote Control Options

Enable this option to use this device for announcement and/or accessing its status. (Possibly the only reason you may not want to use this option is if the device is to be used for automatic mode changes only)

Allow Access to remote Status

If checked it is possible to remotely query the status of this device if dialled in. (You cannot change this option here, it is linked to the "Enable Announcement and Remote Control Options" checkbox.)

Allow access to device control

If checked, Super or Control profile users, can change the level of the C-Bus Group assigned to this device.

Announce Mode

This specifies how notifications will occur on the Audio Out port of the CBTI.

- **None** - No notification is attempted.
- **Home Only** - Notification will only occur if the CBTI is in Home mode.
- **Away Only** - Notification will only occur if the CBTI is in Away mode.
- **Home and Away** - Notification will always occur.

Contact List 1 Mode

This specifies for this device how dial out notifications will occur to Contact List 1.

- **None** - No dial out is attempted.
- **Home Only** - Dial out will only occur if the CBTI is in Home mode.
- **Away Only** - Dial out will only occur if the CBTI is in Away mode.
- **Home and Away** - Dial out will always occur.

Contact List 2 Mode

This specifies for this device how dial out notifications will occur to Contact List 2.

- **None** - No dial out is attempted.
- **Home Only** - Dial out will only occur if the CBTI is in Home mode.
- **Away Only** - Dial out will only occur if the CBTI is in Away mode.
- **Home and Away** - Dial out will always occur.

Report Style

This determines how the level of the C-Bus group will be announced during notification, dial out or status requests:

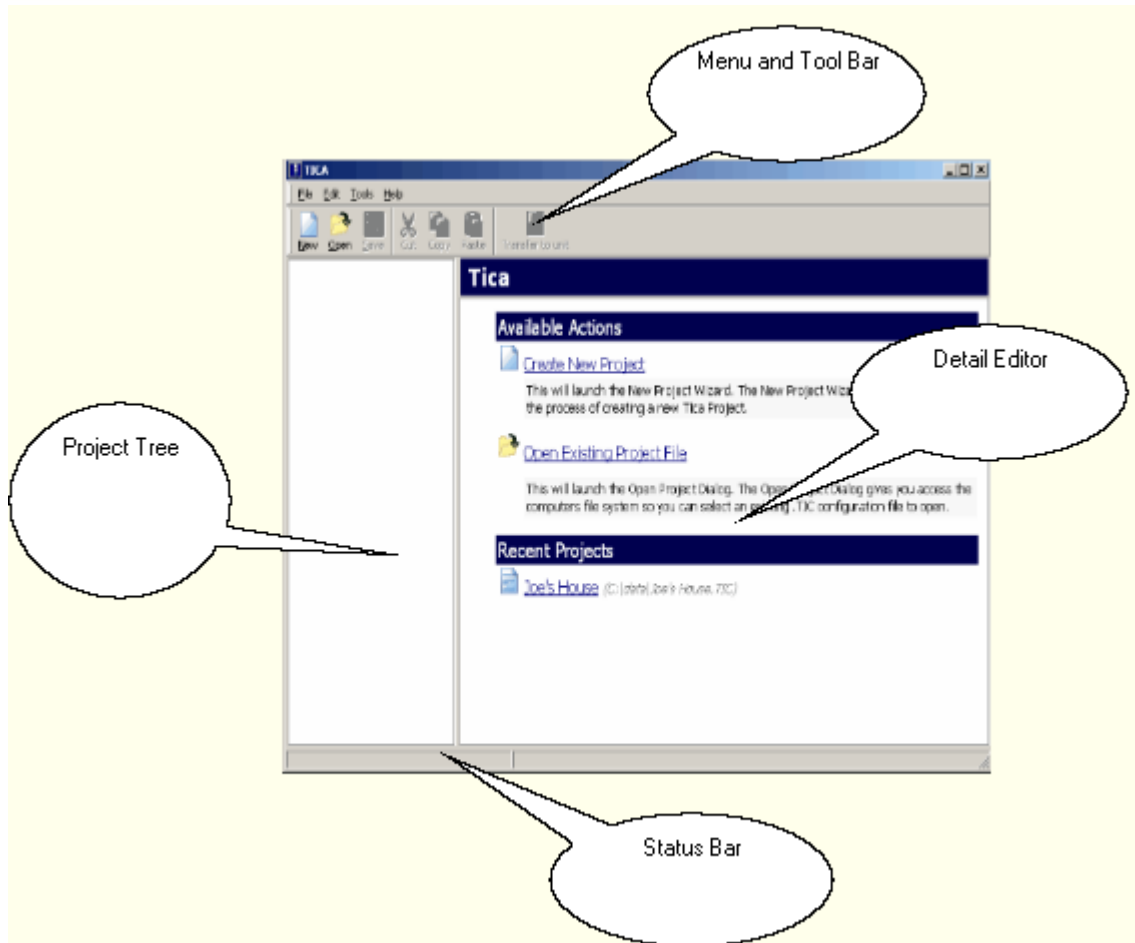
- **Percent** - The C-Bus group value is expressed as a percentage. (0-100%)
- **Value** -The C-Bus group value is expressed as its raw value (0-255)
- **On or Off** -The C-Bus Group value is expressed as either on or off.
 - 0 = Off
 - Anything else = On

Related Screens:

- [Main Screen](#) [12]

Related Tasks:

- [Integrating with the C-Bus Installation Software](#) [25]

3.4.4 Main Screen**Menu and Tool Bar**

More information about the available Menu and Tool Bar options is available in the topic [Menu and Toolbar commands](#) [7].

Project Tree

The project Tree will display the available screen for editing a TICA project when a project is loaded. When no project is loaded then the Project Tree is blank.

Detail Editor

When a screen is selected in the Project Tree the details for that screen are displayed in the Detail Editor.

Status Bar

The Status Bar shows a text description of Tool Bar button or Menu item commands when the mouse hovers over any Menu item or Tool Bar button.

Related Items:

- [Menu and Toolbar commands](#) 

3.4.5 Messages Screen

The various message screens provide a way to change the audio played by the CBTI during menu navigation and notification. These messages also form the text displayed when accessing the CBTI in terminal mode.

The display of messages is split into two parts:

Message ID - A text identifier which refers to when the message will get announced.

Message Content - The phrase that will get played when this message is required by the CBTI.

Related Screens:

- [Main Screen](#) 

3.4.6 Mode Screen

The Mode screen contains options for managing the operating mode of the CBTI.

General

Initial Mode

Sets the mode that the CBTI starts with after a successful transfer of the Tica Project file.

Enable answering of incoming calls whilst in "Away Mode"

Enable this option to allow the CBTI to answer incoming calls while it is in away mode.

Rings to answer in Away mode

Sets the number of rings the CBTI will wait for before answering an incoming call whilst in away mode. This option only has effect if the parameter 'Enable answering of incoming calls whilst in "Away Mode"' is enabled.

Enable answering of incoming calls whilst in "Home Mode"

Enable this option to allow the CBTI to answer incoming calls while it is in home mode.

Rings to answer in Home mode

Sets the number of rings the CBTI will wait for before answering an incoming call whilst in home mode. This option only has effect if the parameter 'Enable answering of incoming calls whilst in "Home Mode"' is enabled.

Link Mode Change to Security System State (Armed = Away Mode)

If checked this option allows the CBTI to change the current mode based on Security Events. Only 2 of the available events will cause the mode to change. If a "Fully Armed" event is received the mode will be changed to Away mode. if a "Disarmed" event is received the mode will be changed to Home Mode. If this option is not checked then no security events will affect the CBTI's mode. For this parameter to have any effect you must check the Enable Security System Integration option.

Go to Home Mode**Enable C-Bus Event for triggering "Go to Home Mode"**

Enabling this option will allow the CBTI to change to home mode when a C-Bus Group associated with a Lighting Device changes to a specified level.

Device - The Lighting Device to monitor.

Level - The level that causes the mode change to trigger. This is a value between 0 and 255 inclusive.

Go to Away Mode

Enable C-Bus Event for triggering "Go to Away Mode"

Enabling this option will allow the CBTI to change to away mode when a C-Bus Group associated with a Lighting Device changes to a specified level.

Device - The Lighting Device to monitor.

Level - The level that causes the mode change to trigger. This is a value between 0 and 255 inclusive.

Related Screens:

- [Main Screen](#) ^[12]
- [Operation Screen](#) ^[15]

Related Tasks:

- [Understanding CBTI Home/Away Modes](#) ^[26]
- [Using CBTI as a secondary device on a phone line](#) ^[29]

3.4.7 Notification Screen

The Notification screen contains options for managing the CBTI's notification process.

Notification Attempts

Complete Failure Delay

A complete failure occurs when an attempt to notify every contact in the contact list(s) has been tried for the maximum number of times and no acknowledgement has occurred. If a complete failure occurs notification of new events will not occur until the Complete Failure Delay time (minutes) has expired.

Retry Count

This is the number of attempts that the CBTI will use for a dial out each number on the contact list(s) before giving up if there is no successful notification.

Retry Delay

This is the time in minutes that the CBTI pauses after attempting to notify all numbers of a contact list before trying the next notification attempt.

Notification Mode

The CBTI supports three possible modes for notification.

- **Wait** - If the phone line is currently in use, then wait until the phone line is free before attempting to notify.
- **Insert** - If a member of the contact list is currently dialed into the CBTI, then insert the notification message into the current session. (Caller ID must be enabled for the CBTI to detect a valid user is currently accessing the system).
- **Hang up** - If a phone call is currently active on the line then the CBTI will hang up the call and then perform the notification as usual.

Contact List 1

Phone1, Phone 2 and Phone 3

The contact list can contain up to 3 phone numbers. If the list contains no phone numbers the list is ignored. The contact list is used to determine who should be called for notification events in the

CBTI when that event has been enabled for contact list 1.

Contact List 2

Phone1, Phone 2 and Phone 3

The contact list can contain up to 3 phone numbers. If the list contains no phone numbers the list is ignored. The contact list is used to determine who should be called for notification events in the CBTI when that event has been enabled for contact list 2.

Related Screens:

- [Main Screen](#)^[12]

Related Tasks:

- [Understanding the CBTI notification process](#)^[27]

3.4.8 Operation Screen

Timeouts

Prompt Response Timeout (Seconds)

Once a session has been established with the CBTI, this is the time that the CBTI waits for a user to press telephone buttons. If they don't press any buttons in this time it assumes they hung up, and so the CBTI in turn will hang up.

Dial Number Timeout (Seconds)

This is the amount of time the CBTI spends looking at the line when the local handset is used, to detect the number which is dialled. (This is so that the CBTI can broadcast onto C-Bus that an outgoing call is being made, and the number it is being made to.) The only way the CBTI knows that number dialling has ceased is to wait for up to this period after each digit (and reset the timer when a digit is dialled) - after the last digit has been dialled this timer will expire and the outgoing phone number will be deemed to have been captured. The time for this timeout must be less than Wait for Access Code Timeout.

Security

Enable Security System Integration

If checked this will make the CBTI monitor C-Bus for Security System messages. If you have a C-Bus enabled Security System on the C-Bus Network, the CBTI can respond to various messages produced by the C-Bus compatible Security System. This must be checked to use [Security Events](#)^[16], [Security Zones](#)^[19] and to link Mode changes to the Security System.

Related Screens:

- [Main Screen](#)^[12]
- [Mode Screen](#)^[13]

3.4.9 Project Screen

The Project screen is used to set project related options.

Project Details

Reference, Location, Consultant, Architect, Owner and Notes

The project details are general free form data used to describe the site. The combined size of all the parameters cannot exceed 255 characters in length.

Regional**Country**

Select the County in which the CBTI is installed. It is very important that the correct county is selected. The country information is used to ensure the CBTI conforms to the telecommunication requirements for that country.

The currently available countries are:

- Australia
- Singapore

More countries will be added as regulatory approvals are obtained.

C-Bus**C-Bus Project**

Select the C-Bus project associated with the installation of the CBTI. The C-Bus Project is used by TICA to ensure the correct C-Bus networks, applications and groups are available where required.

Installed Network

Select the network on which the CBTI is installed. This information is used to ensure the correct Applications and Groups are available where required.

Related Screens:

- [Main Screen](#)^[12]

Related Tasks:

- [Extracting information from the CBTI](#)^[25]
- [Integrating with the C-Bus Installation Software](#)^[25]
- [Adapting the CBTI to different regions](#)^[23]

3.4.10 Security Events Screen

Security Events allow you to configure CBTI responses to security system events coming in off the C-Bus Network. For each pre-defined event you can configure the following parameters.

Announce Mode

This specifies how notifications will occur on the Audio Out port of the CBTI.

- **None** - No notification is attempted.
- **Home Only** - Notification will only occur if the CBTI is in Home mode.
- **Away Only** - Notification will only occur if the CBTI is in Away mode.
- **Home and Away** - Notification will always occur.

Contact List 1 Mode

This specifies for this device how dial out notifications will occur to Contact List 1.

- **None** - No dial out is attempted.
- **Home Only** - Dial out will only occur if the CBTI is in Home mode.

- **Away Only** - Dial out will only occur if the CBTI is in Away mode.
- **Home and Away** - Dial out will always occur.

Contact List 2 Mode

This specifies for this device how dial out notifications will occur to Contact List 2.

- **None** - No dial out is attempted.
- **Home Only** - Dial out will only occur if the CBTI is in Home mode.
- **Away Only** - Dial out will only occur if the CBTI is in Away mode.
- **Home and Away** - Dial out will always occur.

Description

These are the words to be used to describe the security event during notification.

Summary of events

Note: The actual events supported is dependant on the manufacturer of the security system installed. Consult the manufacturers documentation for details.

Event Description: Security System Fully Armed
Event Code: ce_sec_fully_armed

Event Description: Security System Partially Armed
Event Code: ce_sec_partially_armed

Event Description: Security System Disarmed
Event Code: ce_sec_disarmed

Event Description: Security System Tamper Off
Event Code: ce_sec_tamper_off

Event Description: Security System Tamper Active
Event Code: ce_sec_tamper_active

Event Description: Security System Panic Off
Event Code: ce_sec_panic_off

Event Description: Security System Panic Active
Event Code: ce_sec_panic_active

Event Description: Security System Alarm Off
Event Code: ce_sec_alarm_off

Event Description: Security System Alarm Active
Event Code: ce_sec_alarm_active

Event Description: Security System Exit Delay
Event Code: ce_sec_exit_delay

Event Description: Security System Entry Delay
Event Code: ce_sec_entry_delay

Event Description: Security System Battery Charging Start
Event Code: ce_sec_battery_charging_start

Event Description: Security System Battery Charging Stop

Event Code: ce_sec_battery_charging_stop

Event Description: Security System Battery Low

Event Code: ce_sec_battery_low

Event Description: Security System Security Zone

Event Code: ce_sec_zone

Event Description: Security System Armed (Custom)

Event Code: ce_sec_armed_custom

Event Description: Security System Battery OK

Event Code: ce_sec_battery_ok

Event Description: Security System Mains Failure

Event Code: ce_sec_mains_failure

Event Description: Security System Mains Restored

Event Code: ce_sec_mains_restored

Event Description: Security System Line Cut Raised

Event Code: ce_sec_alarm_line_cut_raised

Event Description: Security System Line Cut Cleared

Event Code: ce_sec_alarm_line_cut_cleared

Event Description: Security System Failed to Arm

Event Code: ce_sec_arm_failed_raised

Event Description: Security System Arm Failure Cleared

Event Code: ce_sec_arm_failed_cleared

Event Description: Security System Fire Alarm Raised

Event Code: ce_sec_alarm_fire_raised

Event Description: Security System Fire Alarm Cleared

Event Code: ce_sec_alarm_fire_cleared

Event Description: Security System Gas Alarm Raised

Event Code: ce_sec_alarm_gas_raised

Event Description: Security System Gas Alarm Cleared

Event Code: ce_sec_alarm_gas_cleared

Event Description: Security System Unknown Alarm Raised

Event Code: ce_sec_alarm_other_raised

Event Description: Security System Unknown Alarm Cleared

Event Code: ce_sec_alarm_other_cleared

Event Description: Security System Password Succeeded

Event Code: ce_sec_password_succeeded

Event Description: Security System Password Failed

Event Code: ce_sec_password_failed

Event Description: Security System Password Disabled

Event Code: ce_sec_password_dissabled

Event Description: Security System Password Enabled
Event Code: ce_sec_password_enabled

Event Description: Security System Arm Failed
Event Code: ce_sec_zone_arm_fail

Related Screens:

[Main Screen](#)^[12]

3.4.11 Security Zones Screen

there are several [Security Events](#)^[16] that are related to security system zones. These generally related to the zoning capabilities of the Security System you have installed. To make it possible to report on zones using descriptive words, you need to define a Security Zone for each zone you are expecting to receive event information for.

Number

This is the zone number as sent on C-Bus by your Security System. Check the documentation supplied by your Security System vendor to determine how this number relates to the Security Zones of the Security System.

Description

These are the words to be used to describe the security zone during notification.

Related Screens:

[Main Screen](#)^[12]

3.4.12 Telephony Screen

The Telephony Screen is used to set options related to communicating with the telephone exchange and other telephony devices.

Local Access**Check For local Access Code**

If checked the CBTi will pickup the phone line and monitor the line for the Access Code. If unchecked then the CBTi does not pickup the line to check for the entry of Local Access codes.

NOTE: If this option is unchecked then the CBTi will not monitor for outgoing calls and therefore will not publish the outgoing number on C-Bus.

Access Code

The access code is the key sequence required to enter "local access" mode. Care should be taken that the chosen code does not conflict with commands support by other telephone devices on the line or commands recognised by the telephone exchange.

Wait for Access Code Timeout

This is the period of time in seconds that the CBTi waits for someone to enter the local access code after a local pickup is detected. If the access code is not detected within this

time the CBTI stops looking for an access code. Tica Projects created with version 1.x of Tica had this value in minutes, as Tica V2 and later only supports a maximum value of 40 seconds, all upgraded projects will be changed to use this value.

Answer Options

Answer Mode & Max Delay between Dial-ins

The Answer Mode determines when the CBTI tries to answer a call.

- **On Each Dial In** - The CBTI will answer calls on the first dial in attempt.
- **On Second Dial attempt** - The CBTI will answer an incoming call on the second dial in attempt.

The CBTI will wait "Rings to answer in Home mode" or "Rings to answer in Away mode" before trying to answer an incoming call. If "Answer Mode" is set to "**On Each Dial In**" it will answer any call that rings for this number of rings. When set to "**On Second Dial Attempt**" the CBTI will not answer an incoming call on the first attempt to dial in. Instead, it will allow the phone to keep ringing. If the caller hangs up, waits 15 seconds, and then tries to call again, the CBTI will then answer the incoming call. The second call will still need to ring for "Rings to answer in Home mode" or "Rings to answer in Away mode" number of rings.

The maximum possible delay between the two dial-in attempts is set by "**Max Delay between Dial-ins**". This is in seconds, with a minimum of 60 and a maximum of 120. So, for example, if the "**Max Delay between Dial-ins**" is set to 60 seconds, then the CBTI will consider and answer a second dial-in attempt, WITHIN 60 SECONDS of each a previous attempt. But if the second dial-in attempt is (say) 70 seconds after the first, then the subsequent dial-in attempt has come too late, and the CBTI won't answer it. Instead, that second attempt will be considered to be a new first dial-in attempt.

The feature is especially useful for compatibility with Answering Machines or other devices that may conflict with the Local Access feature. In this scenario you would set the CBTI to answer in 3 rings and the Answering Machine to answer in 4 rings. The first time a caller rings they will get the answering machine. If they call back in the "**Max Delay between Dial-ins**" period, the CBTI will answer. In this scenario you would disable the Local Access feature.

Line and Dialling Options

Dial Mode

The dial mode determines how key presses and commands are sent to the telephone exchange. The two available modes are:

- **Pulse** - Selects Pulse dialing. Only digits 0-9 can be entered in pulse dial mode.
- **Tone** - Selects tone dialing (DTMF). Any digit 0-9,*,#, etc. may be dialed.

It is almost always preferable to use Tone mode dialling. Tone mode is faster to dial and can send a wider range of characters to the telephone exchange. Tone mode is required to send special commands to the exchange, such as those normally required to activate or deactivate diversion. Pulse mode should only be used for telephone exchanges that do not support tone dialling.

Local Phone Detection Threshold

This value is used by the CBTI to detect when a local phone has been hung up. The value is in millivolt's (mV). The detection works by monitoring the voltage on the phone line after a local phone pickup has been detected, if the voltage increases by the amount of this parameter the CBTI assumes all local phone connections have been hung up (offline). This value may need to be changed, depending on the local handsets being used. A range of 500 to 700 mV is suggested.

Telephone Voice Volume

The CBTI uses this setting to determine how loud or soft to play its messages to users dialled in, or users contacted for announcement.

Diversion**Diversion Set Code Start**

This is the key sequence prefix provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted before the phone number during diversion activation.

Diversion Set Code End

This is the terminating key sequence provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted after the phone number during diversion activation.

Diversion Clear Code

This is the key sequence provided by your telecommunications provider to clear diversion in the phone exchange.

Related Screens:

- [Main Screen](#) ^[12]

Related Tasks:

- [Diverting phone calls](#) ^[25]
- [Communicating with telephone exchanges](#) ^[24]
- [Using Local Access mode](#) ^[29]
- [Using CBTI as a secondary device on a phone line](#) ^[29]
- [Working with Answering Machines](#) ^[23]

3.4.13 Users Screen

The Users Screen is used to enter the details about who can dial in to CBTI and what they can do once they are connected.

The screen is split into two parts. The top part maintains the list of users and the second part is a details editor for the currently selected user.

User Management**Add**

Press the add button to create a new user. This user has no Name, ID or Passcode and is set as a Monitor only user. For the project to compile and load a valid ID and Passcode for this user must be entered.

Delete

Deletes the currently selected user. This user will no longer be able to dial in to the CBTI.

User Editing**Name**

The user's full name.

ID

The ID is used by the CBTI to identify who is trying to dial in. The ID must be numeric, each ID

must be unique.

Passcode

The passcode is a numeric value entered by the user to verify the authenticity of a dial in request. Users should keep their passcode's secret. The passcode must be unique and at least 4 digits long.

Profile

The profile determines what the user is allowed to do once they have dialled in to the CBTI. The following profiles are available:

Super - A user with a 'Super' profile is able to perform all functions of the CBTI:

- Monitor the status of Devices.
- Control Devices.
- Write to any group address on the installed network.
- Add, delete and edit users.
- Modify basic configuration options.
- Connect to C-Bus remotely.

Monitor and Control - A user with a 'Monitor and Control' profile can perform basic control functions only.

- Monitor the status of Devices.
- Control Devices.

Monitor Only - A user with a 'Monitor Only' profile can only listen to a device status and cannot initiate any changes to the C-Bus network.

Related Screens:

- [Main Screen](#)^[12]

Related Tasks:

- [Keeping the CBTI secure](#)^[26]

3.4.14 Custom Words Screen

The Custom Words Screen is used to add custom audio recordings to the project so they can be used wherever the standard library recordings can be used.

The screen is split into two parts. The top part maintains the list of custom words and the second part is a details editor for the currently selected custom word.

Custom Word Management

Add

Press the add button to add a custom word. You will be presented with a file open dialog. Select the WAV file you want to associate with the custom word. Only WAV files are supported. The file is automatically converted to a 8bit mono format (the original file is NOT changed). If the audio is over 50 KB after conversion you will get an error saying it is too big. You can add upto 200 custom words to a project.

Delete

Deletes the currently selected custom word.

Custom Word Editing

Description

This is the text displayed in the GUI for this custom word. This can be up to 60 characters in length. When a custom word is first created the filename is entered as the Description, but this can be edited to whatever makes the most sense for the project. When used in menu's and devices the custom word is displayed wrapped in curly braces {} so that you can tell it is a custom word.

Audio

This indicated whether a audio sample is recorded for this Custom Word. If one is assigned you can play the recording by selecting the "Play" button or select a different recording using the "Select Audio File" button.

3.5 Tasks**3.5.1 Working with Answering Machines**

The CBTI can be configured to work with Answering Machines in a variety of ways.

CBTI set to not answer calls.

You can set the CBTI to never answer calls. This ensures that an Answering Machine can always answer the incoming calls.


CBTI access via Local Access codes.

If you enable the Local Access code, whilst a call is answered by the Answering Machine you can enter the Local Access code to have the CBTI take over the call.

CBTI answer in second ring.

If you set Answer Mode to "**On Second Dial attempt**" it will allow the Answering Machine to answer the first call and the CBTI to answer the second call, as long as it is within a certain time after the first call.

Related Screens:

[Telephony Screen](#) 

3.5.2 Adapting the CBTI to different regions

The CBTI can be adapted to work with different regions and languages. There are several parameters that affect how the CBTI announces its audio.

Parameters from the [Audio Screen](#) **Library**

Selects the library of audio to use for audio announcements. Currently there are a female and a male voice available, both have Australian accents.

Numeric Translate Mode

The numeric translate mode sets the method used to announce numbers.

Value - Announce the number as a number value. For example if the CBTI is trying to announce the number 124 it will say "one hundred and twenty four".

Digits - Announce the number as a series of digits. For example if the CBTI is trying to announce the number 124 it will say "one two four".

The numeric translate mode is designed to simplify regional translation of CBTI audio. If a library is made available that does not conform to the English rules for translating numeric digits into numbers, it is possible to simply announce the digits.

Related Screens:

- [Audio Screen](#)^[9]

3.5.3 Communicating with telephone exchanges

The following parameters affect how the CBTI interacts with a telecommunications provider's exchange.

Parameters on the [Telephony Screen](#)^[19]**Diversion Set Code Start**

This is the key sequence prefix provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted before the phone number during diversion activation.

Diversion Set Code End

This is the terminating key sequence provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted after the phone number during diversion activation.

Diversion Clear Code

This is the key sequence provided by your telecommunications provider to clear diversion in the phone exchange.

Dial Mode

The dial mode determines how key presses and commands are sent to the telephone exchange. The two available modes are:

- **Pulse** - Selects Pulse dialing. Only digits 0-9 can be entered in pulse dial mode.
- **Tone** - Selects tone dialing (DTMF). Any digit 0-9, *, #, etc. may be dialed.

It is almost always preferable to use Tone mode dialing. Tone mode is faster to dial and can send a wider range of characters to the telephone exchange. Tone mode is required to send special commands to the exchange, such as those normally required to activate or deactivate diversion. Pulse mode should only be used for telephone exchanges that do not support tone dialing.

Access Code

The access code is the key sequence required to enter "local access" mode. Care should be taken that the chosen code does not conflict with commands supported by other telephone devices on the line or commands recognised by the telephone exchange.

Parameters on the [Project Screen](#)^[15]**Country**

Select the Country in which the CBTI is installed. It is very important that the correct country is selected. The country information is used to ensure the CBTI conforms to the telecommunication requirements for that country.

The currently available countries are:

- Australia
- Singapore

More countries will be added as regulatory approvals are obtained.

Related Screens:

- [Telephony Screen](#)^[19]
- [Project Screen](#)^[15]

3.5.4 Diverting phone calls

Diversion is the process of redirecting incoming phone calls to another phone number. The CBTI does not perform the redirection, it uses the facilities of your telecommunications provider to provide the diversion.

For diversion to work your telecommunication provider needs to support diversion in the phone exchange and provide you with the necessary key codes to activate and clear the diversion.

The diversion process needs to be triggered from a another C-Bus unit that supports the Telephony Application set of commands.

Parameters on the [Telephony Screen](#)^[19]

Diversion Set Code Start

This is the key sequence prefix provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted before the phone number during diversion activation.

Diversion Set Code End

The is the terminating key sequence provided by your telecommunications provider to enable diversion in the phone exchange. This will be inserted after the phone number during diversion activation.

Diversion Clear Code

The is the key sequence provided by your telecommunications provider to clear diversion in the phone exchange.

Related Screens:

- [Telephony Screen](#)^[19]

3.5.5 Extracting information from the CBTI

To extract information about a CBTI you are connected to use the [Transfer to unit wizard](#)^[31].

The [Transfer to unit wizard](#)^[31] checks the contents of a unit and provides a details button to view various configuration details from the unit. After viewing this information cancel the download operation.

Related Wizards:

- [Transfer to unit wizard](#)^[31]

3.5.6 Integrating with the C-Bus Installation Software

the Tica software reads the available Networks, Applications and Groups from the C-Bus Toolkit Software.

To have the correct Applications and Groups available when configuring Lighting Devices, ensure the correct C-Bus Project and network are selected on the [Project Screen](#)^[15].

Parameters on the [Project Screen](#)^[15]

C-Bus Project

Select the C-Bus project associated with the installation of the CBTI. The C-Bus Project is used by TICA to ensure the correct C-Bus networks, applications and groups are available where required.

Installed Network

Select the network on which the CBTI is installed. This information is used to ensure the correct

Applications and Groups are available where required.

Related Screens:

- [Project Screen](#) ^[15]

3.5.7 Keeping the CBTI secure

The CBTI supports authentication of users to ensure unauthorised access to the CBTI does not occur. It is important to ensure that user passcode's are not easy to guess.

CIS recommends passcodes of 6 digits, and that passcodes are not written down.

When deciding the profile to assign to a user, ensure "Super" user is available only to completely trusted people. Someone with "Super" user access is capable of doing anything on your C-Bus network remotely.

Related Screens:

- [Users Screen](#) ^[21]

3.5.8 Understanding CBTI Home/Away Modes

The CBTI supports two modes of operation. These are Away Mode and Home Mode. The purpose of these modes is to tailor the behaviour of the CBTI to suit the different requirements of being at home or being away from home.

For each Lighting Device it is possible to define how it behaves for each mode. An example of doing this is to have a C-Bus group address change announced on the audio out port while you are at home, but when if you are away from home the CBTI will phone the contact list to play the notification.

To change between Home Mode and Away Mode, there are three options:

- Call the CBTI and use the menu commands to change the mode. (You must have sufficient authorisation).
- Use local access and change the mode.(You must have sufficient authorisation).
- Link a Lighting Device allowing specific C-Bus groups and levels to cause the change of mode.

If the mode change is linked to a C-Bus Group, the mode change can be triggered by that C-Bus Group via various means. For example, a C-Bus switch, touch screen or Minder installation.

The linking between a C-Bus Group and CBTI operating mode is oneway, a C-Bus group change can cause the CBTI operating mode to change, but a CBTI operating mode change does not cause the level of the C-Bus Group to change.

Another important aspect of the current CBTI mode is it can be set to answer or not answer for either mode. For example, the CBTI can ignore incoming calls while you are at home, but answer calls whilst you are not at home.

Related Screens:

- [Mode Screen](#) ^[13]

3.5.9 Understanding the CBTI notification process

The notification process is controlled by various parameters within the Tica software. The parameters affect how a notification is achieved.

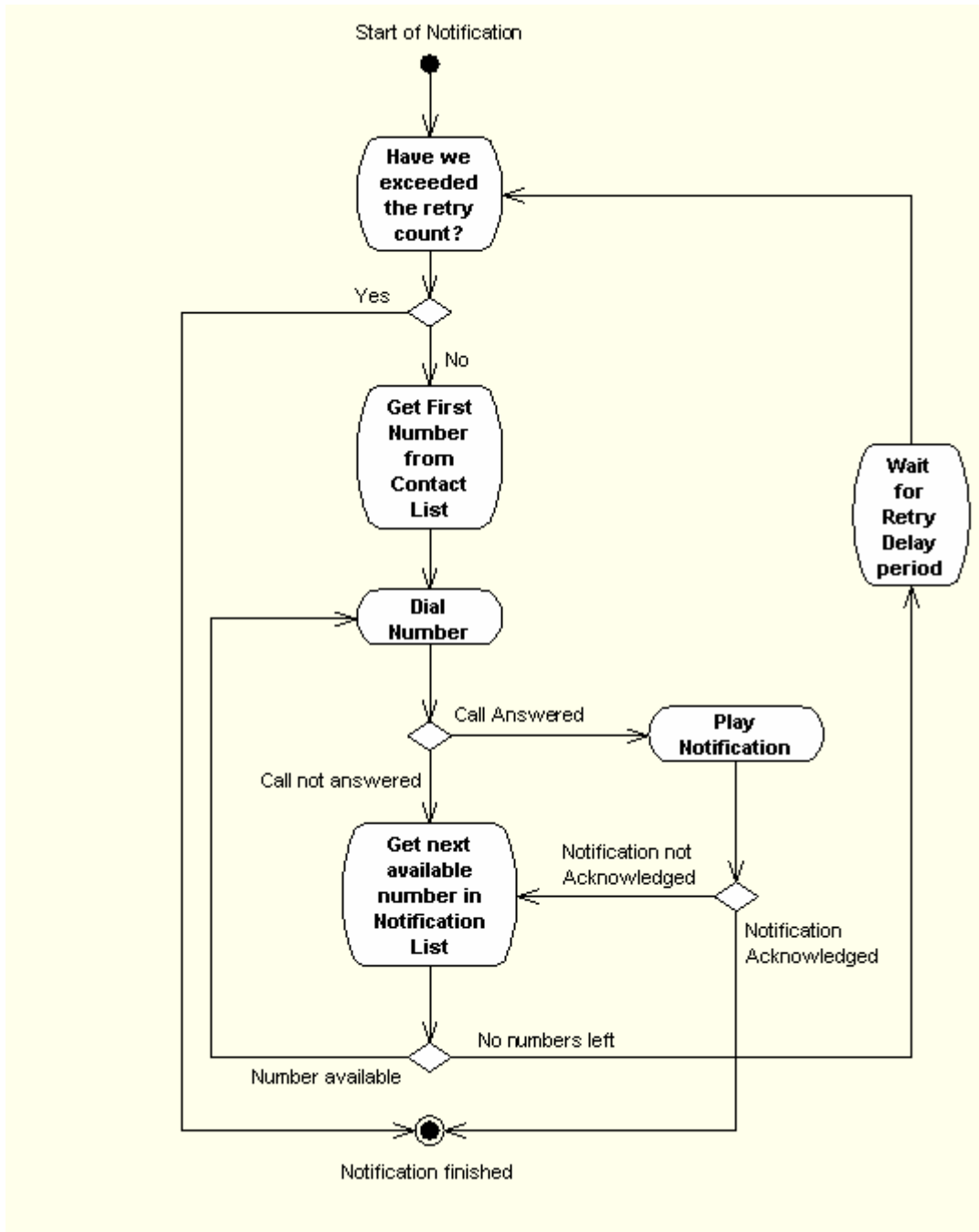
The major item that affects how notification will be achieved is the current mode of the CBTI. Each Lighting Device can be configured to react differently depending on the mode and therefore may or may not cause a notification.

Assuming the Lighting Device is set to cause a notification in the current mode, the CBTI next determines the type of notification. This is one of two possibilities:

- Announce using the Audio Out port.
- Dial Contact List 1 or 2.

The Lighting Device may use none, all, or a combination of these possibilities. If the Announce option is enabled then the notification is simply played via the Audio Out port on the CBTI.

However, if the notification needs to go to either Contact List 1 or 2, then the CBTI will use the following flow chart. This is a simplified chart for a single notification only.



3.5.10 Upgrading the CBTI firmware

The firmware of the CBTI is automatically upgraded to the latest version when you transfer a Tica Project file.

Related Wizards:

[Transfer to unit wizard](#) 

3.5.11 Using CBTI as a secondary device on a phone line

It is possible to use the CBTI when another device answers phone calls. An example of this is using the CBTI on the same phone line as an answering machine.

To do this ensure the answering machine is connected to the secondary phone out port of the CBTI. Disable the ability for the CBTI to answer incoming calls (refer [Mode Screen](#)^[13]).

For incoming calls the answering machine will answer. While the recorded message is being played enter the CBTI Local Access Code. The CBTI will take over the call, ask for your User ID and Passcode as well as hang up the answering machine.

It is preferred that the answering machine is connected to the secondary phone out port, because this allows local access mode from a phone on the primary phone out port to disconnect the answering machine (or other device), preventing any of the key presses from triggering reactions in the answering machine.

Warning: It is important that the Access Code does not conflict with other devices on the phone line, like faxes and answering machines. If the Access Code for the CBTI does conflict you may be inadvertently issuing commands to multiple devices at once with unpredictable results.

Related Screens:

- [Mode Screen](#)^[13]

Related Tasks:

- [Using Local Access mode](#)^[29]

3.5.12 Using Local Access mode

The CBTI can be controlled from your home phone without making a phone call. For this function a Local Access code must be set. Pick up the receiver of any phone, wait until you hear the soft click of the CBTI accessing the line to monitor the key presses, and then key in the Local Access code. The Local Access code can be used from a remote phone if a phone call is already established, whilst on the call enter the Access Code. The CBTI will take over the call allowing access from the remote phone.

Once the Local Access code has been entered, the CBTI can be controlled in the same manner as a normal dial in session.

Warning: It is important that the Access Code does not conflict with other devices on the phone line, like faxes and answering machines. If the Access Code for the CBTI does conflict you may be inadvertently issuing commands to multiple devices at once with unpredictable results.

Related Screens:

- [Telephony Screen](#)^[19]

Related Tasks:

- [Using CBTI as a secondary device on a phone line](#)^[29]

3.5.13 Using the Command Line options

Tica supports several command line options. These allow specific functionality of Tica to be controlled directly from short cuts in Windows or any application that supports command line calls, for example, the Command Prompt in Windows.

Load Project

Tica supports loading project files from the command line using the format:

```
Tica.exe /loadproject="%1"
```

Where %1 is the name of the Tica Project file to load.

No Splash

To prevent the display of the splash screen at startup use the command line parameter /NoSplash. For example:

```
Tica.exe /NoSplash
```

Connect to remote C-Gate

By default Tica will try and connect to C-Gate on the local machine. If you would like to connect to a remote C-Gate use the command line parameter /cgate.

```
Tica.exe /cgate=<IP Address|Host Name>
```

Where <IP Address|Host Name> is either the IP address of the remote C-Gate machine or the machines Host Name.

3.5.14 Working with TICA project files

Tica stores a CBTI configuration in a Tica Project File. These files have a .TIC extension. This extension is registered with the Windows Operating System when Tica is installed. This allows Tica to start and load a specific Tica Project file by double clicking that file in Windows Explorer.

Tica Project Files are standard Windows files. They can be copied, moved, zipped, etc.

Tica Project files can be loaded by:

- Selecting the File menu in Tica and then the Open menu option. Navigating the resulting dialog to the location of the Tica Project file and then selecting it.
- Select the Tica Project file from the Recent menu option in the File menu.
- Double clicking the file in Windows Explorer.
- Passing the Tica Project file name on the command line. (See [command line options](#)²⁹).

Related Items:

- [Menu and Toolbar commands](#)⁷

Related Tasks:

- [Using the Command Line options](#)²⁹

3.6 Wizards**3.6.1 New TICA project wizard**

This wizard steps you thru the process of creating a new Tica Project File. The following information needs to be entered.

C-Bus Project

Select the C-Bus project associated with the installation of the CBTI. The C-Bus Project is used by TICA to ensure the correct C-Bus networks, applications and groups are available where required.

Country

Select the County in which the CBTI is installed. It is very important that the correct county is selected. The country information is used to ensure the CBTI conforms to the telecommunication

requirements for that country.

The currently available countries are:

- Australia
- Singapore

More countries will be added as regulatory approvals are obtained.

Name

The user's full name.

ID

The ID is used by the CBTI to identify who is trying to dial in. The ID must be numeric, each ID must be unique.

Passcode

The passcode is a numeric value entered by the user to verify the authenticity of a dial in request. Users should keep their passcode's secret. The passcode must be unique and at least 4 digits long.

3.6.2 Set date and time wizard

This wizard is used to set the Date and Time in the CBTI. The date and time is used by the CBTI for the logs generated during dial in and notification attempts.

It is necessary to select the com port to which the CBTI is connected and enter the desired date and time.

For this release of Tica and the CBTI setting the date and time is optional, because CBTI logging is not currently supported.

Related Errors:

- [Set Date and Time Error](#) 
- [Error Communicating to Unit](#) 

3.6.3 Transfer to unit wizard

This wizard is used to transfer the currently open Tica project file to the CBTI.

Select the com port that the CBTI is connected to and the desired download speed. The fast speed is recommended unless download problem are found, in which case try a slower speed.

The wizard will attempt to read the current configuration of the unit to determine the minimum data it can download. If this interrogation worked then you will be presented with the option to do a full download or a minimum download:

Full Download - This will download everything to the CBTI, firmware, project, audio and modem patch. A full download will also wipe the memory of the CBTI before downloading.

Minimum Download - This option only downloads the minimum amount of data required . For example if the audio data hasn't changed since last download it won't be downloaded.

If the interrogation of the existing configuration worked the details button will be enabled allowing the display of the project and installer details of the existing project in the CBTI.

Related Errors:

- [Error Communicating to Unit](#) 

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