



## **Call Acknowledgment (CTC-911BA and CTC-918GSM/sms)**

If the recipient successfully receives the call, he should acknowledge it by pressing the "0", "9" or "1" button on his telephone set.

### **Acknowledging with signal 0**

If the recipient presses "0" on his phone set as the acknowledging signal. The Control Panel will then take the following actions.

- The Control Panel will go back on-hook.
- The Control Panel will continue Alarming.
- The Control Panel will try to dial the phone numbers of the next priorities until two recipients have acknowledged the call.

### **Acknowledging with signal 9** (*This is the most common command used*)

If the recipient presses "9" on his phone set as the acknowledging signal, the following will happen:

- The Control Panel will go back on-hook.
- The Control Panel will stop alarming and stop dialing

### **Acknowledging with signal "1"**

- The recipient can press "1" to acknowledge the call and also initiate a Two Way Communication Channel (CTC-911BA). This channel allows the recipient to talk and listen in to what is happening on the other side of the line. (CTC-918GSM/sms one way listen in channel only.)

## **Auto Redial**

- When only one Emergency phone number is stored and that number is engaged, the Control Panel will automatically redial that number up to maximum of **5** times with an interval of **62 sec.** between dialing attempts.
- When more than one telephone numbers are stored, the Control Panel will dial in accordance to the set priority order. If the number being dialed is engaged, it will try the next number. Each number will be tried a maximum of 5 times and the redial interval between each number is **5 sec.**
- The maximum number of times the Control Panel will retry is **15** times.

***NOTE: If the call is not acknowledged during an alarm activation by one of the recipients, the system will continue to dial all contact numbers repeatedly.***