

***Universal Voice***  
***System***  
***(UVS)***  
***(UVS-EU/A)***

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***User Guide***

**® ADEMCO**

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## ***System Overview***

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### **About the Universal Voice System (UVS)**

Congratulations on your ownership of an ADEMCO Universal Voice System (UVS). The ADEMCO UVS is comprised of a Universal Voice Control Module (UVCN or UVCN-EU/A) and Universal Voice Station (UVST).

The the UVCN or UVCN-EU/A, along with stations, comprise an audio system that offers central station 2-way voice, user 2-way voice, intercom, speakerphone, and alarm annunciation features. The UVCN or UVCN-EU/A serves as a central audio controller. It establishes audio signal pathways between the incoming telephone line and stations, or between individual stations, based on the feature being used.

The stations serve as the user interface. Each has a built-in microphone and speaker that send audio signals to and receive audio signals from the system. Each station has three keys, two LEDs, and a volume control dial for controlling system operation and for annunciating system status.

Depending on your specific installation, your Universal Voice System may have up to 7 stations installed. These stations will have been installed at various locations inside your premises; however, up to two stations may have been installed outside your premises near the front and/or back door. Stations that are installed inside your premises are referred to as inside stations, and support all features. Stations that are installed outside your premises are referred to as outside stations. These stations support limited intercom, central station, and user 2-way voice features.

## ***Operation Summary***

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### **User Operation Summary**

The following tables summarize the user operations for the intercom, speakerphone, and 2-way voice features. No user operations are required for the other features.

#### ***Intercom and Speakerphone Operations***

<b>Feature</b>	<b>Operation</b>	<b>Station Key</b>	<b>Action</b>
<b>Intercom</b>	Broadcast inside, then listen.	IN	Hold to broadcast, release to listen.
	Hold private conversation inside.	IN	Press momentarily after being paged.
	Broadcast outside, then listen.	OUT	Hold to broadcast, release to listen.
	End intercom session.	END	Press momentarily.
	Mute on.	END	Hold for 4 seconds.
	Mute off.	END	Press momentarily.
	Monitor on.	IN & END	Press simultaneously.
	Monitor off.	END	Press momentarily.
<b>Speakerphone</b>	Pick up phone call or flash.	END & OUT	Press simultaneously.
	Put caller on hold, then page person being called.	IN or OUT	Hold to broadcast page, release to listen for responses to page.
	Pick up held call.	END & OUT	Press simultaneously.
	Transfer call to another station.	END & OUT	Press simultaneously on other station.
	Hang up call.	END	Press momentarily on station to which call is connected.

## ***Operation Summary (cont'd)***

### ***User 2-Way Voice Operations***

<b>Feature</b>	<b>Operation</b>	<b>Telephone Keys</b>	<b>Action</b>
<b>2-Way Voice</b>	Initiates voice session in low-volume Listen mode.	6-Digit Access Code	Call premises and enter code.
	Selects Talk mode.	1	Press momentarily.
	Selects 2-way conversation (VOX) mode.	2	Press momentarily.
	Selects Listen mode.	3	Press momentarily. Repeat to toggle between low, mid and high volume.
	Selects next inside station and disables all other stations.	4	Press momentarily. Repeat to select next inside station in sequence again.
	Re-initializes 90-second timeout.	7	Press momentarily.
	Returns to low-volume Listen mode with all stations enabled.	0	Press momentarily.
	Clears key buffer.	#	Press momentarily.
	Ends voice session.	99 (see note)	Enter both digits. NOTE: Pressing the "END" key on any station can also end voice session.
	Selects station number "n" where "n" is 1-7; disables all other stations.	*8n	Enter all three digits.

## ***2-Way Voice Operation***

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### **2-Way Voice Operation (Central Station)**

If programmed, this feature allows a central station operator to listen and/or talk to individuals at the premises via the stations following receipt of an alarm report from the premise's alarm system. This helps to prevent false alarms and in cases of an actual alarm, allows the operator to gather information about the nature and locations of the alarm that may be helpful to the responding fire, police, or rescue agencies. This feature works in conjunction with the premises alarm system and is controlled by the central station operator; it does not require any intervention by you.

## ***2-Way Voice Operation (cont'd)***

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### **2-Way Voice Operation (User)**

If programmed, this feature allows an individual with a valid 6-digit access code to listen and/or talk to individuals on the premises after first calling the premises and then entering the access code from a TouchTone (multi-frequency) telephone keypad.

#### **Modes**

The system provides three 2-way voice-operating modes that you can select via telephone key presses.

#### ***2-Way Voice Operating Modes***

<b>Mode</b>	<b>Description</b>
Talk	Allows you to talk through all inside stations simultaneously or through one selected inside or outside station.
Listen	Allows you to listen through all inside stations simultaneously or through one selected inside or outside station.
VOX (2-way conversation)	Allows you to hold a hands-free conversation with individuals at all inside stations simultaneously or at one selected inside or outside station.

## ***2-Way Voice Operation (cont'd)***

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### **Starting Voice Session**

Start a voice session as follows:

<b>Step</b>	<b>Action</b>	
1	Call the premises from a key-type TouchTone (multi-frequency) telephone.	
2	<i>If...</i>	<i>then...</i>
	there IS an answering machine on the premises	wait for it to pick up the call and complete its greeting message.
	there is NO answering machine on premises	the system will pick up the call after the 6 <sup>th</sup> ring and issue a continuous command prompt beep.
3	Enter your 6-digit user access code.	
	<i>If...</i>	<i>then...</i>
	the system detects a valid access code	the system will go off-hook (if an answering machine picked up the call) and then will start the session in low-volume Listen mode.
	one of the following conditions is met: <ul style="list-style-type: none"><li>• you do not press a key within 10 seconds</li><li>• you press keys but the system does not detect a valid code within 20 seconds</li><li>• you make 3 unsuccessful attempts to enter the access code</li></ul>	the system will stop listening for the access code and will hangup if it has picked up the call.

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## ***2-Way Voice Operation (cont'd)***

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### **Telephone Key Commands**

You can enter the commands listed below from a telephone keypad to control the voice session.

#### ***Telephone Key Commands***

<b>Key Entry</b>	<b>Function</b>
1	Selects high-volume Talk mode. When first pressed, you can talk through all installed inside stations simultaneously. You may then elect to talk through one specific station by entering the "4" or "*8n" command.
2	Selects 2-way conversation (VOX) mode. When first pressed, you can hold a hands-free conversation with individuals at all installed inside stations simultaneously. You may then elect to hold a hands-free conversation with individuals at one specific station by entering the "4" or "*8n" command.
3	Selects Listen mode. When first pressed, you can listen through all installed inside stations simultaneously using low -volume Listen mode. Subsequent depressions of this key will cycle the volume from low volume to mid volume to high volume and then back to low volume. You may then elect to listen through one specific station by entering the "4" or "*8n" command.
4	Selects next inside station. When first pressed, the system deactivates all inside stations except the lowest numbered one while maintaining the previously selected Talk, Listen, or VOX mode. Subsequent depressions of this key will activate the next inside station in numerical sequence (or jump from the highest numbered station to the lowest numbered one) while deactivating the previously active station. The system will automatically skip over stations that are not installed. You can use the "0" command to select Listen mode with all installed inside stations re-enabled.

## ***2-Way Voice Operation (cont'd)***

<b>Key Entry</b>	<b>Function</b>
7	Re-initializes 90-second voice session timeout. The system automatically ends the voice session 90 seconds after it started unless the "7" command (or one of the other commands) is entered to re-initialize the timeout.
0	Switches from presently active mode to Listen mode with all installed inside stations enabled and with low volume selected.
#	Used to clear an initially incorrect key press when multiple commands such as "99" or "*8n" are being entered so that a corrected command can be entered. Also used to clear any incorrect access code digits that were entered so that a correct code can be entered.
99	Ends 2-way voice session.  NOTE: Pressing the "END" key on any station can also end voice session.
*8n	Selects station number "n" where "n" ranges from 1 to 7. When pressed, the system deactivates all but the selected inside or outside station while maintaining the previously selected Talk, Listen, or VOX mode.  NOTE: The system will go to the selected station even if this station is an outside station or if this station is not installed (nothing will be heard in Listen or VOX mode). You can use the "0" command to select Listen mode with all inside stations enabled.

## ***2-Way Voice Operation (cont'd)***

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### **Setting Listen Mode Volume**

After you enter a valid 6-digit access code, the system will start the voice session in low-volume Listen mode. You may repeatedly enter the “3” command (press the “3” key) to cycle the listen-in volume from low to mid to high volume and back to low volume again. If you select high or mid volume, the system will automatically cycle between the selected high or mid volume (for 15 seconds) and low volume (for 3 seconds) until you change the volume, change the mode, or terminate the session. This is done to allow you to re-enter commands in low volume (as signaled by a noticeable drop in sound level) should loud premises sounds interfere with command detection in high or mid volume, causing the system to not respond.

### **Ending Voice Session**

You can terminate the voice session using the “99” command. Individuals on premises can also terminate the voice session by pressing the “END” key on any station. The system will automatically terminate the voice session 90 seconds after it started unless you enter the “7” command (or another command) to reset this timeout. The system will issue a high-frequency beep with 20 seconds remaining and a low-frequency beep with 10 seconds remaining in the 90-second timeout.

## ***2-Way Voice Operation (cont'd)***

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### **Programming User Access Code**

Your user access code can be programmed as described below.

**IMPORTANT:** Avoid programming an access code that ends with the digit “1” or “2.” This will prevent the system from unexpectedly entering Talk or VOX (2-way conversation) modes when the last digit of the access code is accidentally pressed twice while entering the code to start a 2-way voice session.

<b>Step</b>	<b>Procedure</b>
1	Make an outgoing call from a telephone that shares the same telephone line as the system. The telephone number called is not important and may be to a friend or relative. After the call is answered, you and the person receiving the call must remain on line until programming is complete.
2	Simultaneously press all three keys on an inside station. In response, the system will generate a continuous command prompt beep on inside stations to indicate that it is waiting for a 6-digit code to be entered. The system will terminate user access code programming mode if no code digits are detected within 10 seconds.
3	Enter the 6-digit code. After the system has detected the 6-digit code, it will issue a single beep on inside stations indicating that it is ready for the code to be re-entered for confirmation.
4	Re-enter the code. If both codes match, the system will issue two beeps on inside stations and then return to normal operation. If both codes do not match, or an invalid key press is entered, the system will issue an error tone (high-frequency beep followed by a low-frequency beep). In that case, the system will clear all previously entered digits and go back to waiting for a new code to be entered.
5	After the code has been successfully programmed, you and the person who was called should hang up.

# Intercom Operation

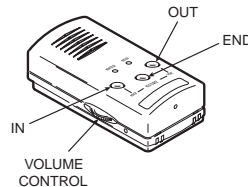
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## Intercom Operation

If installed, the intercom allows individuals inside the premises to communicate with other individuals inside or outside the premises via the inside and outside stations. Outside stations do not have user-accessible keys.

### *Inside Station Controls*

Control	Function
IN key	Used to address other inside stations.
OUT key	Used to address outside stations.
END key	Used to end intercom session, end monitor mode, end phone call, or turn mute mode on or off.
IN + END keys	Used to activate monitor mode.
Volume dial	Allows speaker sound level to be adjusted.



### *Inside Station Controls*

#### **Push-to-Talk/Release-to-Listen**

To broadcast a message from one inside station to all other inside stations, speak into the station while pressing and holding the IN key. You may listen for responses to your message from individuals at the other inside stations by releasing the IN key. Use the OUT key in the same manner to broadcast messages to and listen for responses from the outside stations. You may press the IN or OUT key to talk

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## ***Intercom Operation (cont'd)***

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again or the END key to end the intercom session. The system automatically terminates the session 90 seconds after the IN or OUT key was last released.

### **Private, Hands-Free Conversations**

To hold a private conversation with an individual at another inside station, first press and hold the IN key to page this individual, then release the IN key to listen for a response. The individual being paged should momentarily press the IN key on their station to enter private mode. Once done, you may hold a hands-free conversation with this individual that will not be heard at other stations. Pressing the END key on either station terminates private mode. The system does not automatically terminate this mode.

### **Monitor Mode**

Any one inside station can be placed in monitor mode, which will cause it to continuously broadcast the sounds that its microphone picks up to all other inside stations. Press the IN and END keys simultaneously on the station that is intended to function as the monitor. This station's red monitor LED lights while monitor mode is in effect. This station's speaker will be muted for intercom and speakerphone operations. Press the END key to terminate this mode. The red monitor LED will turn off.

### **Muting**

Any inside station can be placed in mute mode, which will silence its microphone and speaker for all functions except central station 2-way voice, user 2-way voice, and alarm annunciation. Press and hold the END key for at least 4 seconds on the station to be muted. This station's green mute LED lights while mute mode is in effect. Momentarily press the END key again at this station to terminate mute mode. The green mute LED will turn off.

## ***Speakerphone Operation***

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### **Speakerphone Interface**

This feature may be used at any installed inside station. It allows you to answer an incoming telephone call and hold a hands-free conversation with the caller at any inside station. If enabled at installation, the incoming telephone call's ring signal will be heard on all inside stations. To answer the call, press the OUT and END keys simultaneously on any inside station. Press the END key to hang up the call. Flashing and paging are supported as indicated below.

#### **Phone Flash**

A phone flash capability is provided to support telephone company services such as Call Waiting. You may simultaneously press the OUT and END keys on a station at any time after answering a call on that station to have the system flash its on-board telephone hook switch. If you have Call Waiting service, doing this will allow you to toggle between the initial caller and a subsequent caller. Press the END key to hang up all calls as usual.

#### **Paging**

An individual who answers an incoming call and is not the intended recipient of the call can page the person being called via the intercom. Press and hold the IN key to put the caller on hold and to page the person being called. Release this key to listen for responses. The person being paged can transfer the call to his/her station or, alternately, you can resume the conversation at your station by simultaneously pressing the OUT and END keys. In the event that the person being paged picks up the call at a house phone or the caller is accidentally left on hold, the system will automatically restore the caller to your station 90 seconds after you release the IN key to listen for responses to your page. Press END key on the station connected to the caller to hangup.

# ***Alarm Annunciation, Voice Status Messages and Music Broadcast***

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## **Alarm Annunciation**

If this feature is programmed, inside stations will annunciate a steady, dual-tone sound or a pulsing sound when the premises alarm system has detected a burglary alarm or fire alarm condition, respectively. You can silence these sounds, along with sounds annunciated by the alarm system's keypads and sirens, by entering the appropriate command at the alarm system's keypad. The keys on the station will not silence the sounder or disarm the system.

## **Voice Status Messages**

If this feature is installed, inside stations will annunciate voice messages when the premises alarm system has been armed or disarmed or has detected an alarm condition. You can arm and disarm the alarm system, and silence alarm messages, by entering the appropriate commands at the alarm system's keypads. The keys on the station do not have any effect on this feature.

## **Music Broadcast**

If this feature is installed, inside stations will broadcast music while the intercom is idle.

## ***Feature Priority***

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### **Feature Priority**

Each feature has a pre-assigned priority that is listed below. When there is an attempt to activate more than one feature at the same time, the system determines which feature has a higher priority and allows that feature to become active after suspending or terminating any lower-priority feature that is active.

#### ***Feature Priorities (1=highest)***

<b>Priority</b>	<b>Feature</b>	<b>Priority</b>	<b>Feature</b>
1	Central Station 2-Way Voice	5	Intercom
2	Voice Message Annunciation	6	Speakerphone
3	Alarm Bell/Siren Annunciation	7	Music Broadcast (or Idle) Mode
4	User 2-Way Voice		

**NOTE:** Device may not perform as intended when subjected to radio frequency electro-magnetic amplitude modulated in excess of 1V/m.

**“FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 15 STATEMENT”**

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information:

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- If using an indoor antenna, have a quality outdoor antenna installed.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the receiver away from the control/communicator.
- Move the antenna leads away from any wire runs to the control/communicator.
- Plug the control/communicator into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful: "Interference Handbook."

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation and Setup Guide or User Guide. Unauthorized changes or modifications could void the user's authority to operate the equipment.

### **IN THE EVENT OF TROUBLE WITH REGULAR TELEPHONE SERVICE**

In the event of trouble with regular telephone service, disconnect the phone lines at the UVCN. We recommend that your certified installer demonstrate disconnecting the phones on installation of the system. If the regular phone works correctly after the lines have been disconnected from the UVCN, the UVCN has a problem and should be returned for repair. If upon disconnection of the phone lines, there is still a problem on the line, the Telephone Company should be notified that they have a problem and request prompt repair service.

**IMPORTANT:** If the phone service is at fault in the test above, re-connect the phone lines immediately; if the UVCN is at fault, re-connect the phone lines as soon as the UVCN is repaired, because the system relies on this connection for communication with the central monitoring station.

The user may not under any circumstances (in or out of warranty) attempt any service or repairs to the system. It must be returned to the factory or an authorized service agency for all repairs.

**“FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 68 NOTICE**

This equipment complies with Part 68 of the FCC rules. On the front cover of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request that you remove the equipment from the network until the problem is resolved.

There are no user-serviceable components in this product, and all necessary repairs must be made by the manufacturer. Other repair methods may invalidate the FCC registration on this product.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment is hearing-aid compatible.

When programming or making test calls to an emergency number, briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours, such as early morning or late evening.

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## ***Notes***

### **ADEMCO ONE-YEAR LIMITED WARRANTY**

Alarm Device Manufacturing Company, a Division of Pittway Corporation, and its divisions, subsidiaries and affiliates ("Seller"), 165 Eileen Way, Syosset, New York 11791, warrants its security equipment (the "product") to be free from defects in materials and workmanship for one year from date of original purchase, under normal use and service. Seller's obligation is limited to repairing or replacing, at its option, free of charge for parts, labor, or transportation, any product proven to be defective in materials or workmanship under normal use and service. Seller shall have no obligation under this warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than the Seller. In case of defect, contact the security professional who installed and maintains your security equipment or the Seller for product repair.

This one-year Limited Warranty is in lieu of all other express warranties, obligations or liabilities. THERE ARE NO EXPRESS WARRANTIES, WHICH EXTEND BEYOND THE FACE HEREOF. ANY IMPLIED WARRANTIES, OBLIGATIONS OR LIABILITIES MADE BY SELLER IN CONNECTION WITH THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, ARE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. ANY ACTION FOR BREACH OF ANY WARRANTY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, MUST BE BROUGHT WITHIN 12 MONTHS FROM DATE OF ORIGINAL PURCHASE. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT. Some states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Seller does not represent that the product may not be compromised or circumvented; that the product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the product will in all cases provide adequate warning or protection. Buyer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery, fire or other events occurring without providing an alarm, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. HOWEVER, IF SELLER IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS OR DAMAGE ARISING UNDER THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, SELLER'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST SELLER. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No increase or alteration, written or verbal, to this warranty is authorized.

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