# STIENEN BE
## AGRI AUTOMATION

# FA-MSG
## Farm Alarm Messenger



## User Manual

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# Copyright and Disclaimer

# 1 About this manual

The manual is intended for the user of this device. It contains all the information necessary for operating and cleaning this product. Please read all information and instructions carefully before using the product.

Symbols mark warnings, important notes, tips, etc. in this manual.

Stienen has compiled this manual with all due care. If you find any errors, please let us know.

## 1.1 Symbols and definitions

Risk of injury by dangerous electric shock. Danger to people and animals.

Warning indicating danger to product, people and animals if procedures are not strictly complied with.

Warning indicating damage to products if procedures are not strictly complied with.

Pressure cleaning is not allowed.

Collect as separate flows

Important note

Additional information

Example of a concrete application of the functionality described.

Example calculation

Manual control

Tips and advice

Screenshot

Application note

## 1.2 Customer service

If you have any questions, please contact your installer. Be sure to have all the necessary data handy. You should also always write down the cause of a fault and the circumstances that occurred during the fault. This will enable you to avoid any ambiguities and it will enable your installer to deal with any faults quickly and effectively.

# 2 Safety instructions and warnings

Read the general safety instructions in this chapter carefully before using the device. A certified installer must install the device and resolve any faults, in accordance with the applicable guidelines. If this product is installed and used in any other way, the warranty will not apply.

## 2.1 Sound, independent alarm system

Although we have designed and built our control equipment with the greatest care possible, technical faults can never be ruled out. Insurance requirements in many countries are becoming increasingly stringent. This requires the alarm contacts of the various control computers to be connected a central alarm unit.

⚠ We recommend also installing a sound independent alarm system, for example a min/max thermostat.

❗ We advise you to manually test the alarm at least once a week.

## 2.2 During use

The people who operate the device have read the manual carefully. They are aware of potential hazards that may arise from improper use and maintenance of the product.

⚡ The device must only be opened by authorized personnel.

⚠ Do not switch off the control computer while the house is empty, but switch it to *Off* mode. This will prevent condensation caused by the equipment cooling down.

⚠ Check the device for any damage at regular intervals. A damaged device is unsafe. Always report any damage to your installer.

🚫 Electronic equipment is splash-proof and must not be cleaned using a pressure cleaner.

❗ If any emergency has occurred, write down: the circumstances under which the emergency occurred, installation settings, software date, software version number and possible causes.

## 2.3 Disposal

The EU has set up systems for the separate collection of waste electrical and electronic equipment and batteries (Directive 20212/19/EU). If you do not dispose of the device properly, you risk a fine.

♻ Electrical and electronic equipment must be collected separately at the end of its life.

# 3  Alarm notification/acknowledgement

## 3.1  Phone call

1. The display shows the telephone number of the *FA-MSG (Farm Alarm Messenger)*.
2. Take the call ( 📞 ).
3. Listen to the message (*Alarm*).
4. Disconnect the call ( 📵 ).
5. If you do <u>not</u> have a Central station receiver (CSR) installed and nobody answers the call, the next person from the contact list will be called after 2 minutes. This repeats until someone answers.
6. If a Central station receiver (CSR) has been installed and nobody answers the call, the CSR will be called after 2 minutes.

💡 When you add a phone number to the contact list in your smartphone, you can associate a name and picture. When a call comes in from the *FA-MSG*, the phone number, name and picture will then appear on your screen.

## 3.2  FarmAlarm App
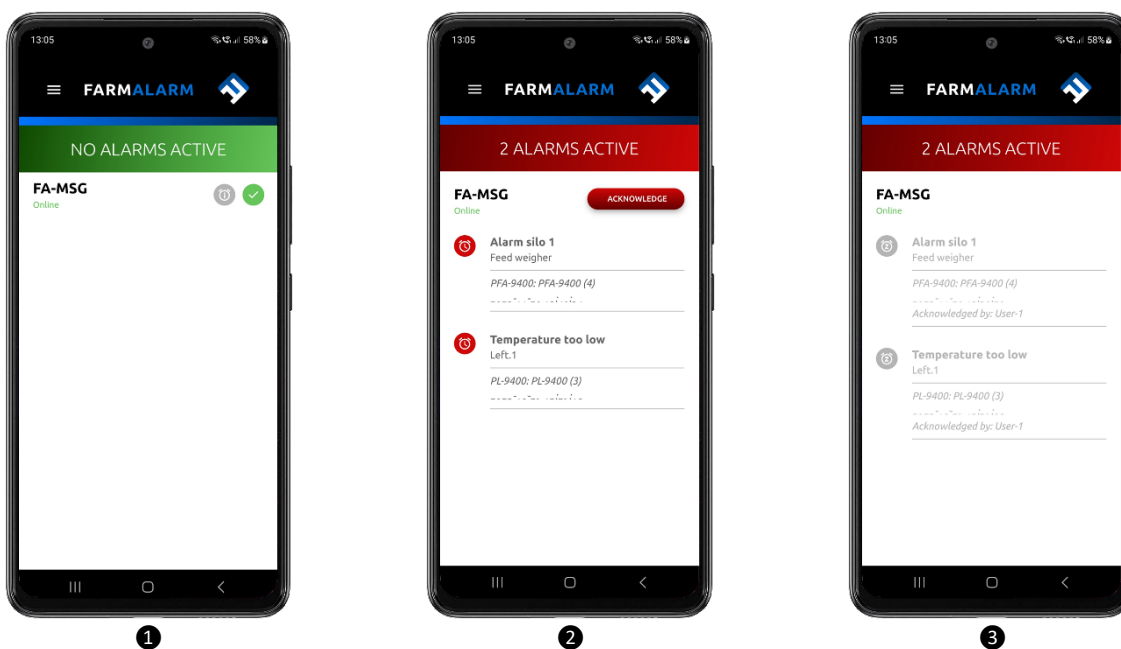


| ❶ | *No alarm* | Tap 🛈 to view the latest alarm notification |
|---|---|---|
| ❷ | *Alarm notification* | One or more alarm messages are displayed. |

> **!** If the language setting on a device connected differs from that of the App setting, the displayed alarm text also appears in a different language.

| ❸ | *Alarm acknowledged* | Tap *ACKNOWLEDGE.* This confirms that you have seen the alarm and will take action. If you do not resolve the alarms within the set *dial repeat time*, these are reactivated and screen ❷ reappears in the App. |
|---|---|---|

> ⚠ If an alarm is resolved, the notification disappears from the App.

## 3.2.1 Settings
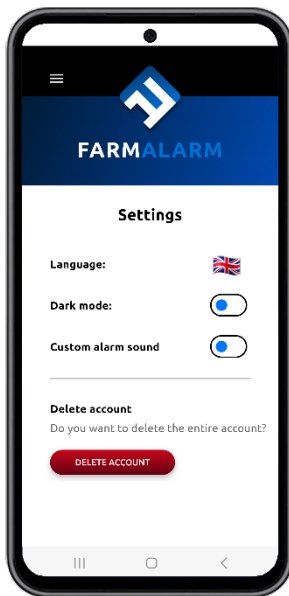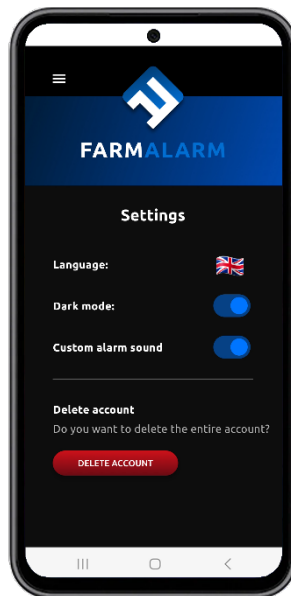


| Default mode | Dark mode | Confirm deletion |

| | |
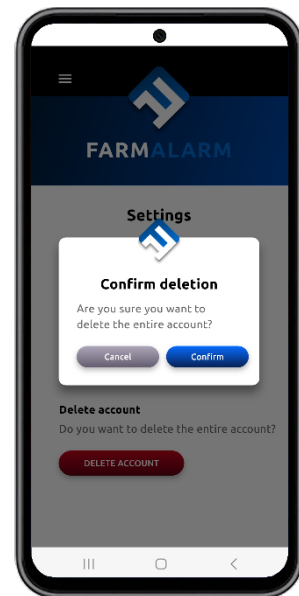
*Language* — Languages available: English, Dutch, German and Spanish.

*Dark mode* — The default background colour is white. Here you can set the background colour to black.

*Custom alarm sound* — By default, you will hear the message sound from your mobile phone when an alarm arrives. Here you can set that the *FarmAlarm* sound should also be heard when a message is received from *FarmAlarm*.

*Delete account* — You can delete an account as follows:
1. Tap the *DELETE ACCOUNT* button.
2. Tap *Confirm* to confirm the deletion.

Your data will be deleted from the Cloud. You will no longer be able to log in with your account. If you want to use the *FarmAlarm* app again, you must register again.

# 4 Display and keyboard

## 4.1 Display

menu number + title bar ——— `1234 xxxxxxxxxxxxxxxxxx`   📶🔋 ——— 📶 signal strength antenna
🔋 battery level

time + date ——— ◀◀▶▶ ——— ◀◀▶▶ previous/next screen

📶    Current signal strength of antenna:
- 📶 = too weak or no reception for reliable connection
- 📶 = marginal reception
- 📶 = reasonable reception
- 📶 = good reception
- 📶 = very good reception

🔋    Current battery level:
- 🔋 = 0%
- 🔋 = 25%
- 🔋 = 50%
- 🔋 = 75%
- 🔋 = 100%

🔒    Current login level:
- 🔒 = guest
- 👤 = user
- 👥 = superuser
- ⚙ = installer
- ⚙ = service

## 4.2   Keyboard



*Function keys*

*Navigation and control keys*

⚠ Do not use sharp objects such as a pen or a screwdriver to operate the keys.

*Numeric keys*      *NFC*
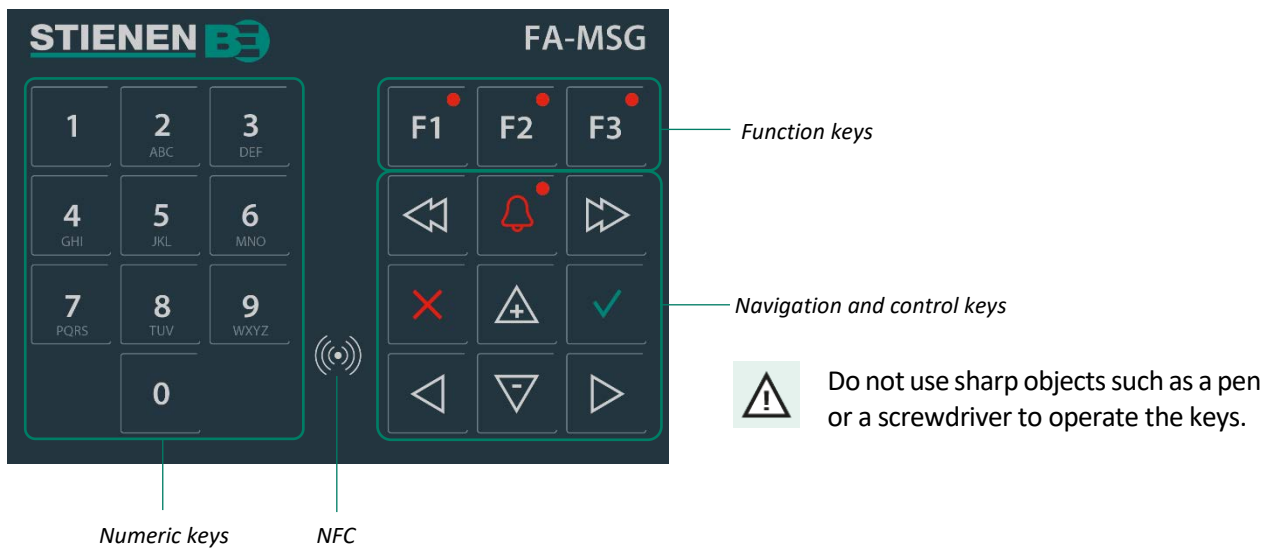
### 4.2.1   Changing language

| F1 | ▷ |   Selecting next language

| F1 | ◁ |   Selecting previous language

Press and hold F1 and press the cursor key right/left to select the next or previous language.

### 4.2.2   Numerical keys (0..9)

Use these keys to enter menu numbers, values or texts. Use [0] to select menu item 10.

| Key | Character |
|-----|-----------|
| 0 | _0 |
| 1 | .,1'-:+ |
| 2 | abcàâæç2ABCÀÂÆÇ |
| 3 | deféèêë3DEFÉÈÊË |
| 4 | ghiîï4GHIÎÏ |
| 5 | jkl5JKL |
| 6 | mnoñôöœ6MNOÑÔÖŒ |
| 7 | pqrs7PQRS |
| 8 | tuvû8TUVÛ |
| 9 | wxyz9WXYZ |

**Text input**

Use keys [2] - [9] to change the name (max. 15 characters, spaces included) of an ingredient, a timer, a counter, an external alarm, etc. The character appears in a block. Press the numerical key as many times as necessary until the required character appears.

[0] = Insert spaces

[1] = Press repeatedly to insert punctuation marks.

[2] = Inserting text: Press once for a, twice for b, etc.

[◁] / [▷] = Move text cursor left/right.

### 4.2.3 Navigation keys

◁ ▷     In control and edit mode, press and hold to move cursor left/right.

△ ▽     In control mode, move cursor up/down.
             In edit mode, decrease/increase value.

▷▷ ◁◁   In control mode, select next/previous screen.

### 4.2.4 Other keys

✓     Confirm menu selection, start edit mode and confirm change.

✕     Cancel menu selection or change. Press and hold to return to the main menu.

🔔     Shortcut to alarm screen.

◎     NFC (Near Field Communication). With NFC, you exchange data within a 10 cm radius (currently not available).

## 4.3 Terminal numbering

The terminal number of an input/output is structured as follows: a 2-digit module address, the input/output type (capital letter) and a 2-digit sequence number.

| Letter | Input/output type | Description |
|--------|-------------------|-------------|
| *M* | *Digital input* | Contact input |
| *S* | *Fail safe input* | Monitored contact input. Wiring between devices is monitored for short circuit/wire breakage. |

⚠     The letters (inputs/outputs) A to L and N do not apply to the *FA-MSG*.

# 5 Menu options

## 5.1 Access code
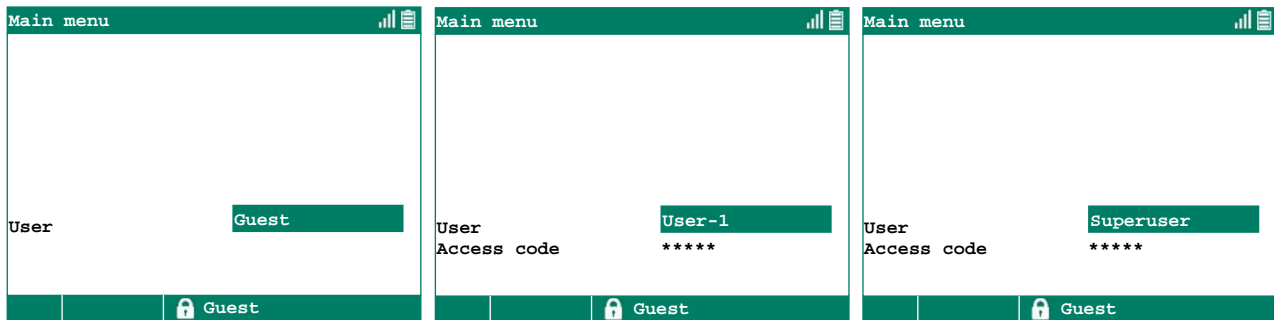


A *Guest* does not have an access code!    *User-1* thru *User-6*

⚠️ If you enter an incorrect *Access Code* 3× in a row (for the same user), the message *Login time-out xxs* appears and the login process is blocked for 90 seconds.

🔍 Example: The *Superuser* logs in correctly. Next, a user goes to log in. *User-1* enters an incorrect access code 3×. The login process is blocked for 90 seconds. The *Superuser* remains logged in as normal.

## 5.2 Guest
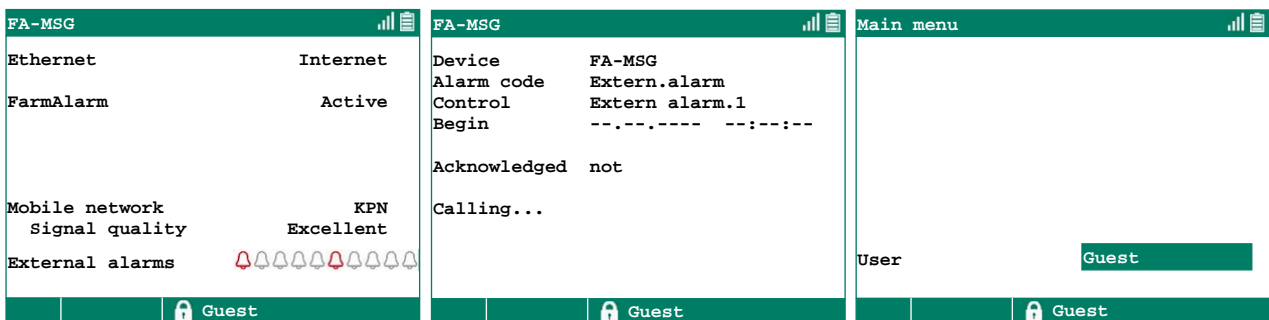


A guest can only access the overview screen and the current alarm overview screen (rotating screen). The main menu allows other users to log in.

## 5.3 Users

Users have the same rights as the *Superuser*. This does not apply to user data in the user management. A User cannot modify user data (screen 11). Also, the *User* cannot grant the *Installer* and *Service* access to the system.

## 5.4   Superuser

```
Main menu                    �,,ll 📋    Main menu                    ,,ll 📋    1 User management            ,,ll 📋

                                        1 User management                      1 Users
                                        2 Status communication & battery       2 Call sequence
                                        3 Alarms
                                        4 Hardware
                                        5 System

User                                    User              Superuser
Access code     Superuser               Access code       ******
                ******
           🔒 Guest                               👤 Superuser                          👤 Superuser
```
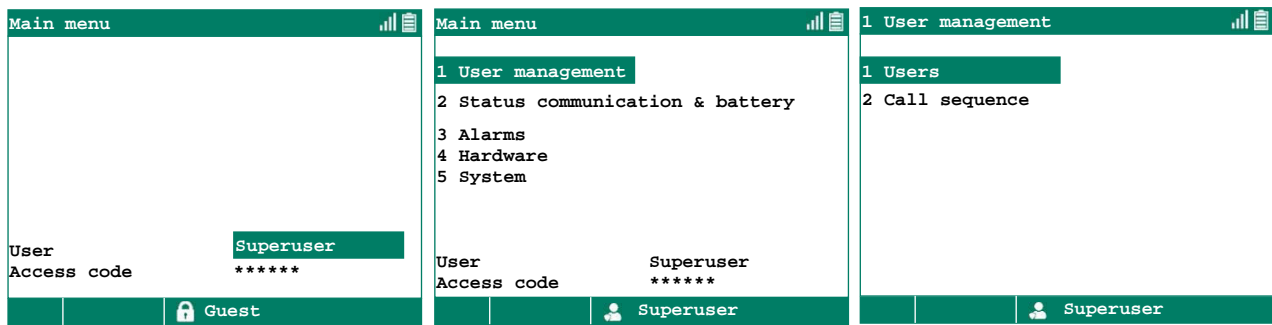
Login with your *Superuser* account.

### 5.4.1   Users

#### 5.4.1.1   Superuser and User-x

```
11 Users               ,,ll 📋    111 Superuser              ,,ll 📋    112 User-1                 ,,ll 📋

Users              2    Name           Superuser            Name           User-1
                        Password       ******               Password       ******
1 Superuser
2 User-1                Phone number   +XXXXXXXXXX           Phone number      +
3 ------------
4 ------------          Test                      no        Test                      no
5 ------------
6 ------------
7 Installer
8 Service
               👤 Superuser                    👤 Superuser  ◀◀▶▶              👤 Superuser  ◀◀▶▶
```
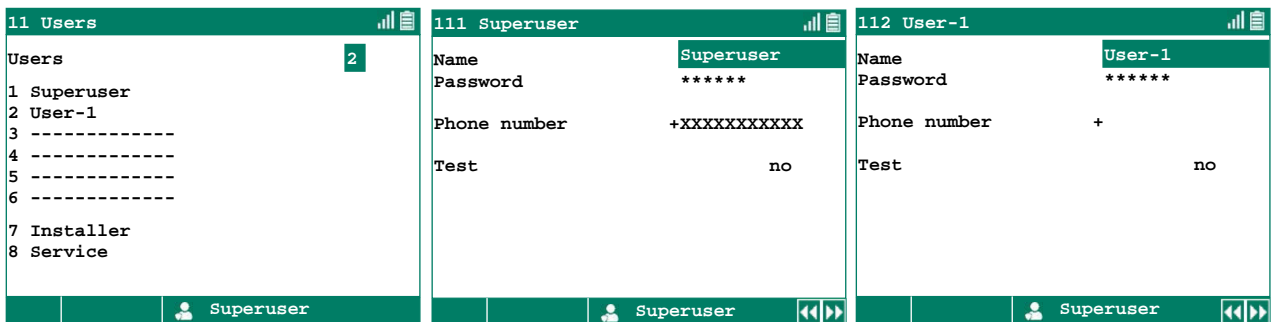
The *Superuser* can assign accounts to <u>a maximum of five</u> users.

> 💡 If you have installed *FA-MSG* at several locations, use the same names and passwords for the same users as much as possible. This way, you can easily track who has acknowledged what and who has logged off.

| | |
|---|---|
| *Name* | Here you can change the user name (maximum 15 characters). |
| *Password* | Range of six digits. |
| *Acknowledge* | Re-enter the password which you have just entered here. |
| *Telephone number* | The phone number of the *Superuser/User*. Enter the country code after + followed by the mobile phone number, without the 0. The country code replaces the first 0 of the mobile phone number. |
| *Test* | Once you change *no* to *yes*, a test call is sent to the specified, mobile phone number. |
| *Acknowledge test* | Change *Wait* to *Acknowledge* if the mobile phone was indeed called by the *FA-MSG*. |

During the message *Test not possible during alarm*, you <u>cannot</u> perform a test of the phone number.

### 5.4.1.2 Installer

```
117 Installer                   .ıll 🗎
Name                 Installer
Password             *-----




                   👤 Superuser
```
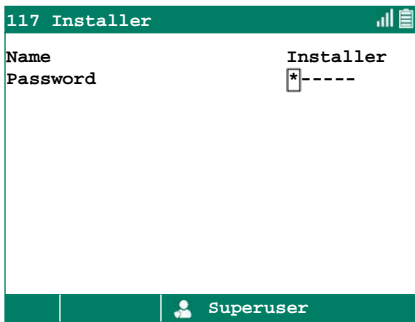
The *Superuser* enters the installer access code in consultation with the Installer.

### 5.4.1.3 Service

```
118 Service                     .ıll 🗎
Name                 Service
Password             *-----




                   ⚙ Installer
```
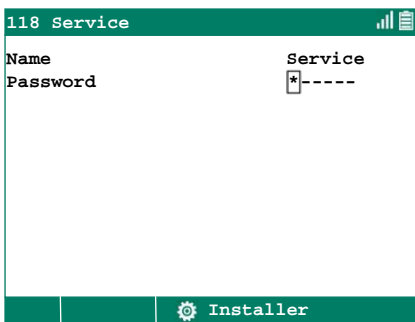
1. Login as an installer.
2. The *Installer* enters the service access code in consultation with the Service.

## 5.4.2 Call sequence

```
12 Call sequence           .ıll 🗎
Day/Night           no


Call list
Number of users 2
1 Superuser
2 User-1



          👤 Superuser  ◀◀▶▶
```

```
12 Call sequence           .ıll 🗎
Day/Night           yes
  Night time        18:00 - 07:00

Call list day     Call list night
Number of users 2 Number of users 1
1 Superuser       1  User-1
2 User-1



          👤 Superuser  ◀◀▶▶
```
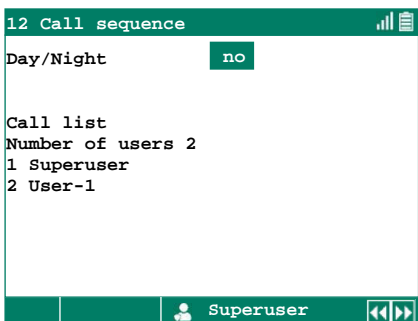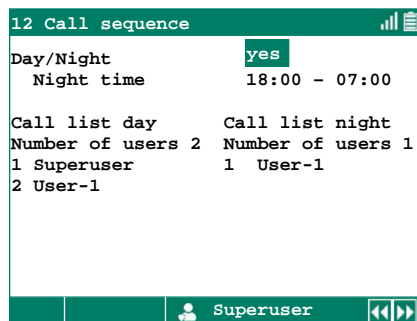
*Day/night = no*                    *Day/night = yes*

| | |
|---|---|
| *Call list/Call list day* | The number of users who can be called (during the day). |
| *Call list night* | The number of users who can be called at night (*Day/Night = yes*). |
| *User-x* | User name. The *Call List* shows the users in the order in which they are called. If a user does not answer, the next user in this list is called. The list is cycled through until someone answers. |

> **!** If a *Central Station Receiver* is present and the first user from the *Call List* <u>does not answer</u>, the *Central Station Receiver* is called.

## 5.5 Communication & battery status

```
Main menu                    ▯▯ ▯    2 Status communication & battery ▯▯ ▯
1 User management                    1 Modem
2 Status communication & battery     2 Battery
                                     3 Ethernet
3 Alarms                             4 Central station receiver
4 System                             5 FarmConnect

Acknowledge alarm      Wait



                👤 Superuser                        👤 Superuser
```

### 5.5.1 Modem

```
21 Modem                     ▯▯ ▯
Signal quality
 Excellent            27,6%
 Good                  0,0%
 Ok                    0,0%
 Marginal              0,0%
 None                 72,4%



                👤 Superuser
```
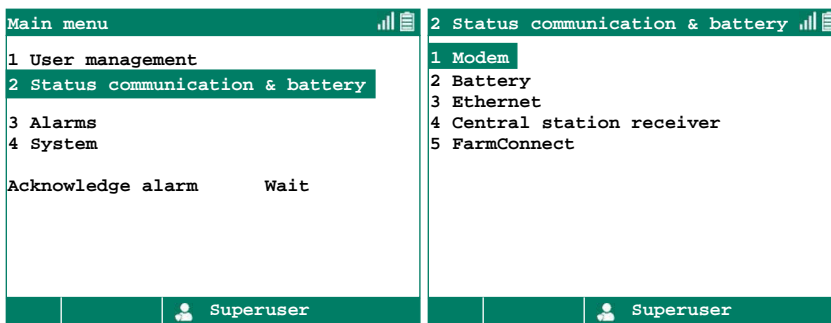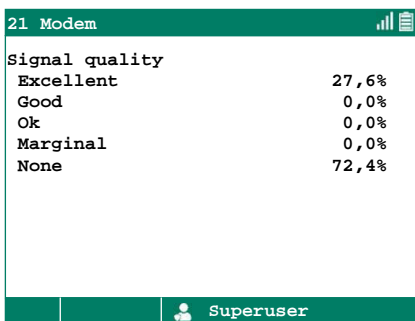
| | |
|---|---|
| *Signal quality* | Displays the average signal strength of the mobile network. |
| *Excellent* | Maximum achievable signal strength. |
| *Good* | Minimum signal strength for applications requiring highly reliable and timely transmission of messages. |
| *Ok* | Minimum signal strength for reliable message delivery. |
| *Marginal* | Minimum signal strength for basic connectivity. Message control may be unreliable. |
| *None* | Too weak signal or no signal for a reliable connection. |

### 5.5.2 Battery

```
22 Battery                   ▯▯ ▯
Status                  ok

Voltage              13,61V
Charge level            88%
Is charging            yes

Battery pack ID no.   ..........
Battery lifespan       .days
 Time left            ....days



                👤 Superuser
```
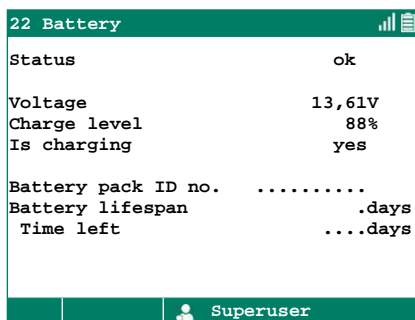
| | |
|---|---|
| *Status* | The current battery status: *ok* or *nok* (<u>not</u> ok) |
| *Voltage* | The current, average voltage of the battery cells. |
| *Charge level* | The battery is charged to the level displayed. |
| *Is charging* | The battery is/is not being charged. |
| *Battery pack ID no.* | Each battery pack has its own identification number (ID no.). If the *ID no.* already exists in the table, the error message *Already used* is generated. |
| *Battery lifespan* | Number of days the battery is in the *FA-MSG*. |
| *Time left* | Time remaining before the battery needs to be replaced. |

### 5.5.3   Ethernet

```
23 Ethernet                    ⫴ 🗎

Status                    Internet

IP address            ---.---.---.---
Subnet Mask           ---.---.---.---
Default Gateway       ---.---.---.---
MAC address            ----:----:----




          👤 Superuser
```

| *Status* | *No cable* | Internet cable missing. |
|---|---|---|
| | *No IP address* | *FA-MSG* does not have access to a functioning network. |
| | *No gateway* | It fails to connect to the router. This problem is most easily solved by resetting the router. |
| | *No DNS* | *DNS* is a naming system for receiving alphanumeric domain names (or 'hostnames') and converting them into numeric IP addresses. Something went wrong during conversion. |
| | *No internet* | Connected to router but no internet access. |
| | *Internet* | Connected to the internet. |

*IP address*  A numeric Internet protocol address assigned to all devices connected to a network. This address uses the internet protocol for communication. If, after plugging in the Ethernet cable, this line contains zeros, the *FA-MSG* does not have access to a functioning network.

*Subnet Mask*  Unique mask for each device. This mask is configured automatically using the Dynamic Host Configuration Protocol (DHCP).

*Default gateway*  Node in a computer network that uses the Internet Protocol Suite. It serves as a forwarding host (router) to other networks if no other route specification matches the destination IP address of a data packet.

*MAC address*  The Media Access Control address is a unique identification number for the *FA-MSG* in the communication network.

## 5.5.4   Central station receiver (CSR)

```
24 Central station receiver    .ill 🗎
Status              not connected

Result                      ok
Primary result              ok
Secundary result            ok




                  👤 Superuser
```
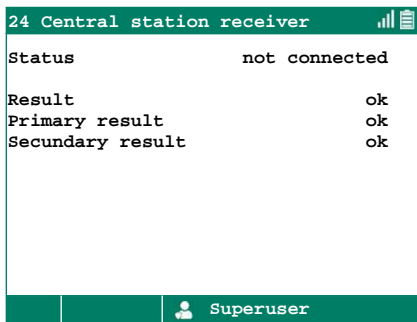
| Status | idle | The *FA-MSG* is waiting for the next action. |
|---|---|---|
| | disconnected | There is no connection between *FA-MSG* and the Central Station Receiver (CSR). You need to connect the *FA-MSG* and configure and switch on the CSR. After that, communication will start. |
| | disabled | The *FA-MSG* is connected and the CSR is configured, but temporarily disabled during phone calls. |
| | busy link | The *FA-MSG* is sending a link message to check the connection to the CSR. |
| | busy alarm | The *FA-MSG* is sending an alarm notification to the CSR. |
| Result | none | The link between *FA-MSG* and CSR is being established. No results are available yet. |
| | ok | There is connection between *FA-MSG* and the CSR: 1. the connection meets the requirements of the configured alarm classification and/or 2. the alarm message has been successfully delivered. |
| | error link (timeout) | The primary and alternate connection between *FA-MSG* and CSR was not realised or interrupted (timeout). |
| | error alarm | The *FA-MSG* cannot deliver the alarm message correctly. |
| Primary result / Secondary result | no | The link between *FA-MSG* and CSR is being established. No results are available yet. |
| | ok | There is connection between *FA-MSG* and the CSR: 1. the connection meets the requirements of the configured alarm classification and/or 2. the alarm message has been successfully delivered. |
| | error link | The connection between *FA-MSG* and CSR was not established or was interrupted (timeout). |
| | error message | The *FA-MSG* cannot deliver the alarm message correctly. |
| | error unknown | Undefined hardware error. |

### 5.5.5 FarmConnect

```
25 FarmConnect                    ₁₁₁

Connection FarmConnect           yes
Messages sent                     17
Messages received                  4
Total connections                  6

System up time      0  days  6:04:25
Connection up time  0  days  0:09:32




              👤 Superuser
```
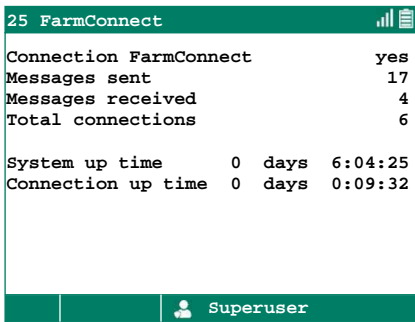
| | |
|---|---|
| *Connection FarmConnect* | Status indicating that the *FA-MSG* is connected to *FarmConnect*. |
| *Messages sent* | Total number of messages sent to the *FarmConnect server*. |
| *Messages received* | Total number of messages received from the *FarmConnect server*. |
| *Total connections* | Total number of successful connections to *FarmConnect* since the last reset (or power failure). |
| *System up time* | The time the *FA-MSG* has been active since the last reset (or power failure). |
| *Connection up time* | Duration of the current connection time to *FarmConnect* since the last reset (or power failure) of the *FA-MSG*. |

# 6 Alarm

## 6.1 Alarm menu

```
3 Alarm                          .ıll 🗎
Test alarm      no
Snooze          no

1 Alarm status
2 Alarm history
3 Modem
4 Battery alarm
5 RS-485 communication
6 External alarms
7 Alarm FarmConnect
8 Hardware alarm
                    👤 Superuser
```

## 6.2 Testing the alarm

```
3 Alarm                          .ıll 🗎
Test        yes 45s
Snooze      no        Snoozed alarms

1 Alarm status
2 Alarm history
3 Modem
4 Battery alarm
5 RS-485 communication
6 External alarms
7 Alarm FarmConnect
8 Hardware alarm
                    👤 Superuser
```
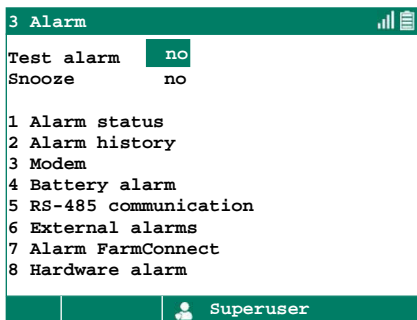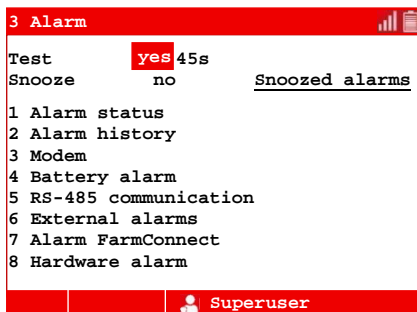
*Test = ja*     For 60 seconds, the alarm relay de-energizes and the *FLASH* and *SIREN* outputs are activated. The *Alarm Code* is set to *Test*, the *FA-MSG* places a call and the *Superuser* is called first.

## 6.3 Snooze (sleep function)

```
3 Alarm                  .ıll 🗎    3 Alarm                  .ıll 🗎
Test alarm      no              Test alarm      no
Snooze       08:00              Snooze          no      Snoozed alarms

1 Alarm status                  1 Alarm status
2 Alarm history                 2 Alarm history
3 Modem                         3 Modem
4 Battery alarm                 4 Battery alarm
5 RS-485 communication          5 RS-485 communication
6 External alarms               6 External alarms
7 Alarm FarmConnect             7 Alarm FarmConnect
8 Hardware alarm                8 Hardware alarm
            👤 Superuser                    👤 Superuser
```

*Snooze*     The snooze function allows you to suppress the alarm notification until a set time. If the snooze time is before the current time, the alarm notification is snoozed until the next day at most.

> **!** Alarms resulting from an incorrect setting cannot be snoozed. For example, an incorrectly assigned input or output or a setting error on the timers.
>
> If the alarm disappears by itself, it is not removed from the snoozed alarm list. In this way, short-lived repetitive alarms can still be snoozed.

Possible options: *00:00, 12:00, 16:00, 20:00, Clear*

- A snoozed alarm remains in the list until the set time is reached. At the time entered, the snoozed alarm will be removed from the list.
  The Clear option allows to delete the snoozed alarm list in its entirety. Any active alarms will then be generated again.
- You can snooze up to 20 alarms simultaneously. Once the snoozed alarm list contains 20 alarms, you cannot add any more alarms to the list.
- A snoozed alarm does not appear in the alarm log.

### 6.3.1   Snoozed alarms

```
Snoozed alarms

Alarm 1      --------------    --:--
Alarm code   --------------
Control      --------------

Alarm 2      --------------    --:--
Alarm code   --------------
Control      --------------

Alarm 3      --------------    --:--
Alarm code   --------------
Control      --------------
```

You see an overview of the snoozed alarms.

ⓘ If there are more than three alarms, the symbol ⬍ appears in the title bar. You can read out the remaining alarms by pressing △ or ▽ .

⚠ Always resolve installation errors such as *Output already assigned, Output type error, Input already assigned* etc. before commissioning the installation.

## 6.4   Alarm status

```
31 FS-MSG            ▁▃▅▇📄
No alarm(s)






              👤 Superuser
```
*No alarm*

```
31 FS-MSG 1/2       ▁▃▅▇📄
Device      FA-MSG
Alarm code  External alarm
Control     Extern.alarm 1
Begin       --.--.----   --:--:--

Calling..   Superuser




              👤 Superuser
```
*Alarm*

If there are several devices with alarms, this is indicated in the title bar. You see the current device and the number of devices with alarm.

No more than 1 alarm can be active per device.

Use the cursor keys ◁ ▷ to select the previous/next menu option.

## 6.5 Alarm history

```
32 Alarm history                    .ill 📋
Date
 From                  20 __ /-- /--
 To                    20 -- /-- /--

1 Alarm history




                        👤 Superuser
```
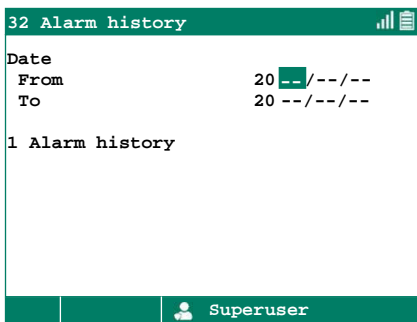
*Date*
| *From* | End date overview |
| *To* | Begin date overview (xx days back) |

*Alarm history*  You can request an overview of up to 2048 alarm messages. Multiple calls can take place per alarm message, spread over a maximum of 32,768 calls.

### 6.5.1 No calls

```
321 Alarm history 1/23              .ill 📋
Device        --------  ❶
Alarm code  -------------------- ❷
Control       ---------- ❸
Begin        --.--.----  --:--:-- ❹
End          --.--.----  --:--:-- ❺
                         -------- ❻

No call(s)❼




                        👤 Superuser   ◀◀▶▶
```
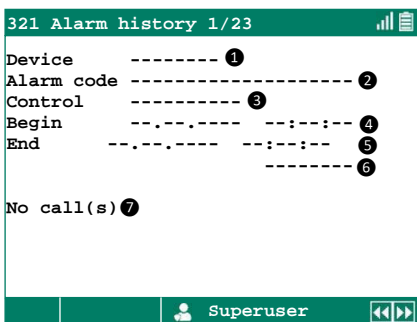
❶ *Device*  Name of the device that caused the alarm condition.

❷ *Alarm code*
| *FA-MSG* | See alarm codes *FA-MSG*, page 26. |
| *Device name* | See alarm codes in user manual of relevant device. |

❸ *Control*  The control that caused the alarm condition.

❹ *Begin*  Date and time at which the alarm occurred.

❺ *End*  Date and time at which this alarm notification was terminated by:

❻
| *Power fail* | The power supply of the *FA-MSG* has temporarily failed. |
| *Timeout* | If the cause of the notification is not removed, another call is generated after 20 minutes. This must then be handled again by one of the users. The *FA-MSG* keeps repeating this until the alarm is cleared. |
| *Solved* | The cause of the alarm has been resolved. |
| *New alarm* | A new alarm occurred. |

❼ *No call(s)*
- It was a temporary alarm situation. For example, the ventilation or temperature was briefly too low or too high. The alarm situation was restored within the alarm delay time.
- The alarm relay was tested.

```
321 Alarm history 1/23          ⏻📋
Device        --------
Alarm code --------------------
Control    ----------
Begin        --.--.----   --:--:--
End          --.--.----   --:--:--
                          --------

1 Call history                    1
2 Acknowledged by FarmAlarm app

                👤 Superuser    ◀◀▶▶
```
*Acknowledged by FarmAlarm app*

```
321 Alarm history 1/23          ⏻📋
Device        --------
Alarm code --------------------
Control    ----------
Begin        --.--.----   --:--:--
End          --.--.----   --:--:--
                          --------

1 Call history                    1
2 Acknowledged on device

                👤 Superuser    ◀◀▶▶
```
*Locally acknowledged on device*

```
321 Alarm history 1/23          ⏻📋
Device        --------
Alarm code --------------------
Control    ----------
Begin        --.--.----   --:--:--
End          --.--.----   --:--:--
                          --------

1 Call history                    1
2 Acknowledged by central station receiver

                👤 Superuser    ◀◀▶▶
```
*Acknowledged by CSR*

```
321 Alarm history 1/23          ⏻📋
Device
Alarm code
Control
Begin        --.--.----   --:--:--
End          --.--.----   --:--:--
                          --------

1 Call history                    1
2 Acknowledged by phone

                👤 Superuser    ◀◀▶▶
```
*Acknowledged by phone*

## 6.5.2 Call history

```
3211 Call history 1/2           ⏻📋
Call at     --.--.----   --:--:--

FA-MSG
  signal  ----
Name        ----------
Number    +-----------
Response  ------------

                👤 Superuser    ◀◀▶▶
```
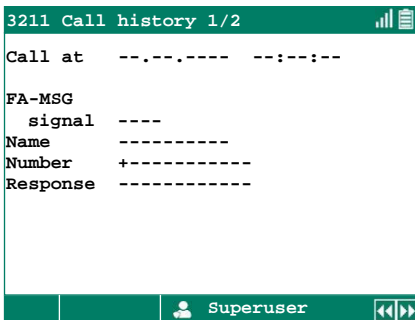
| Call at | | Date and time at which the user was called. |
|---|---|---|
| FA-MSG | | |
| signal | None | Signal missing or too weak for reliable connection. |
| | Marginal | Minimum signal strength for basic connectivity. Message control may be unreliable. |
| | OK | Minimum signal strength for reliable message delivery. |
| | Good | Minimum signal strength for applications requiring highly reliable and timely transmission of messages. |
| | Excellent | Maximum achievable signal strength. |
| Name | | The name of the user who has been called. |
| Number | | The phone number of the user called. |
| Reply | Not answered | Call exceeded maximum time and remained unanswered. |
| | Rejected | The user has declined the call. |
| | Not acknowledged | The user took the call and did not end it. Usually concerns voicemail. |
| | Accepted | The user has accepted and ended the call. |
| | Error | Undefined hardware error. |

### 6.5.3    Acknowledged by FarmAlarm App

```
3212 Acknowledged by FarmAlarm app  ▪▪▪ ▤
Name       Superuser
Number     +-----------
Time       _ _-_ _-_ _ _ _   _ _:_ _:_ _




                              👤 Superuser
```
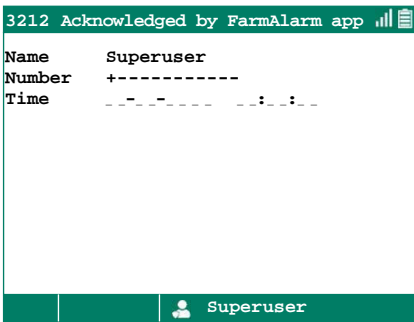
*Name*              The name of the user who acknowledged the notification via the *FarmAlarm* app.

*Number*            The phone number of this user.

*Time*              The date and time when the alarm, via the *FarmAlarm* app, was cancelled.

### 6.5.4    Acknowledged locally, on this device

```
3212 Acknowledged on device     ▪▪▪ ▤
Name        Superuser




                              👤 Superuser
```
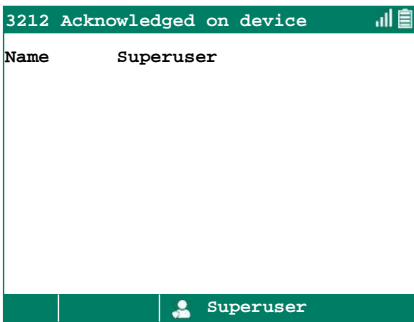
*Name*              The name of the user who locally acknowledged the notification.

### 6.5.5    Acknowledged by phone

```
3212 Acknowledged on device     ▪▪▪ ▤
Name       Superuser
Number     *
Time       _ _-_ _-2025    _ _:_ _:_ _




                              👤 Superuser
```
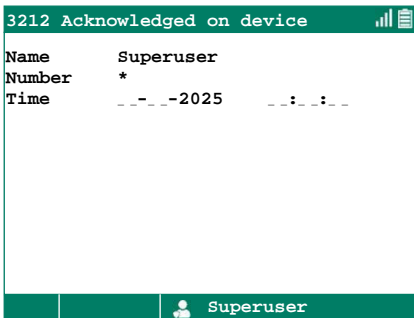
*Name*              The name of the user who confirmed the alarm notification by phone.

*Number*            The phone number of this user.

*Time*              The date and time at which the alarm was cleared by phone.

## 6.6 Modem

```
┌─────────────────────────────────┐
│ 33 Modem                  ▁▃▅ 🔋 │
│ Signal quality                   │
│   Signal gone time     ▐10:00▌m │
│   Signal sufficient time  01:00m │
│   Signal gone counter        0   │
│                                  │
│                                  │
│                                  │
│                                  │
│                                  │
│              👤 Superuser        │
└─────────────────────────────────┘
```
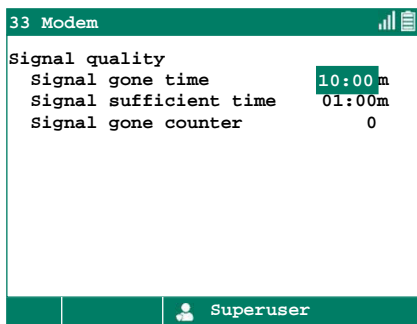
*Signal quality*

*Signal gone time*         If for the time entered or longer the signal is too weak for a reliable connection, the *Signal gone time* alarm message appears*.*

*Signal sufficient time*      After the *Signal-gone-time* notification the signal quality must be *Marginal* for at least the time entered to clear the alarm notification.

*Signal gone counter*      If the signal is too weak for a reliable connection at least during the *Signal gone time* entered, the counter is incremented.

## 6.7 Battery alarm

```
┌─────────────────────────────────┐
│ 34 Battery alarm          ▁▃▅ 🔋 │
│ Battery alarm                    │
│                                  │
│                                  │
│                                  │
│                                  │
│                                  │
│ Alarm status    No alarm         │
│              👤 Superuser        │
└─────────────────────────────────┘
```
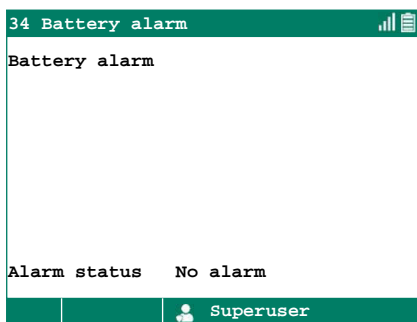
You cannot deactivate a *Battery alarm*. With a *Battery alarm,* the correct working of the *FA-MSG* is no longer guaranteed. You should therefore resolve this alarm immediately.

## 6.8 Communication

### 6.8.1 Ethernet

```
┌─────────────────────────────────┐   ┌─────────────────────────────────┐
│ 35 Communication          ▁▃▅ 🔋 │   │ 351 Ethernet              🔋📶   │
│ ▐1 Ethernet▌                     │   │ Alarm                   ▐on▌     │
│ 2 RS-485 communication           │   │                                  │
│                                  │   │                                  │
│                                  │   │                                  │
│                                  │   │                                  │
│                                  │   │                                  │
│                                  │   │ Alarm status    No alarm         │
│              👤 Superuser        │   │              👤 Superuser        │
└─────────────────────────────────┘   └─────────────────────────────────┘
```

### 6.8.2 RS-485 communication

```
352 RS-485 communication        .ıll 📋
Alarm
  Delay time              00m05s

Device address                  0
Date                    1-1-2024
Time                       0:00h



Alarm status        No alarm

                    👤 Superuser
```
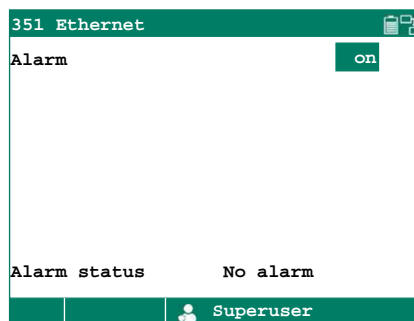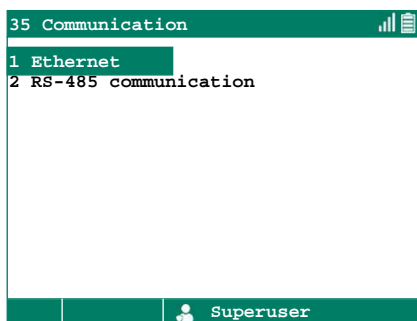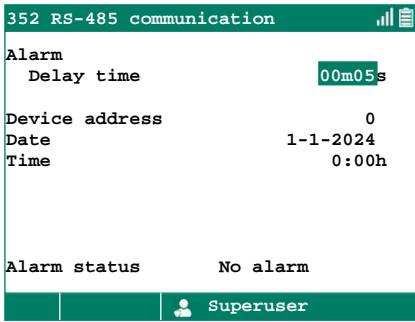
| | |
|---|---|
| *Delay time* | If during this time (5 seconds by default) no communication has taken place between the *FA-MSG* and the devices connected in the RS485 communication loop, an alarm is generated. In Load-Sharing, for example, communication may be lost for several minutes. In that case, set a longer delay time. |
| *Device address* | The first address, from which the main station did not receive data. |
| *Date* | The date the communication alarm was issued. |
| *Time* | The time when the communication alarm was given. |
| *Alarm status* | Possible statuses: *No alarm, Communication with address x* and *Communication WEB-485* |

A communication alarm occurs when the *FA-MSG* has not received data from any of the connected devices (*PL-9xxx, PFA-9400, PFV-9xxx, WEB-485* etc.) in the same RS-485 communication loop.

## 6.9 External alarms

```
36 External alarms              .ıll 📋      361 External alarms           .ıll 📋      3611 Extern.alarm 1            .ıll 📋
1 External alarms 1-10                        1 Extern.alarm 1     on  🔔             Alarm                    on  🔔
                                              2 Extern.alarm 2     on                 Call list                 1st
                                              3 Extern.alarm 3     on
                                              4 Extern.alarm 4     on
                                              5 Extern.alarm 5     on                 Input                  closed
                                              6 Extern.alarm 6     on  🔔
                                              7 Extern.alarm 7     on
                                              8 Extern.alarm 8     on
                                              9 Extern.alarm 9     on
                                              10 Extern.alarm 10   on                 Alarm status    External alarm

               👤 Superuser                              👤 Superuser                              👤 Superuser    ◀◀▶▶
```
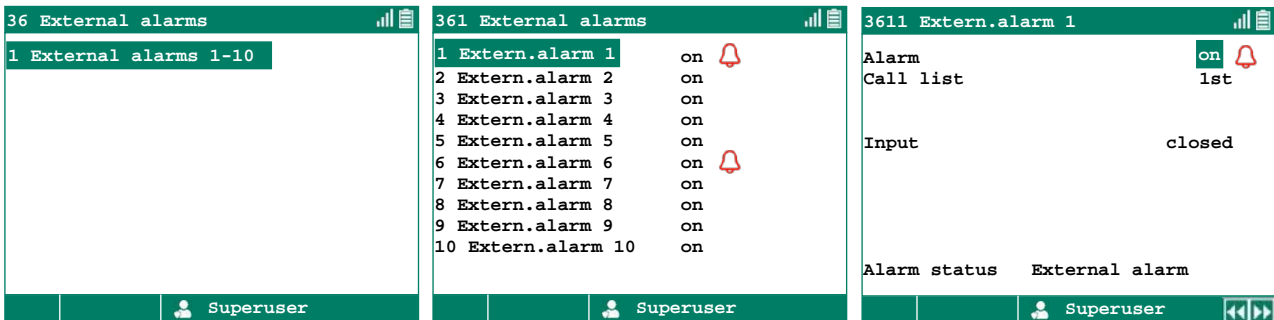
🔔 = alarm

Your installer can change the names (max. 15 characters per name) of the *External alarms*.

You can enable and disable the external alarms (up to 40). Menu 341 shows the current *Alarm status* and current status of the *input*.

| | | |
|---|---|---|
| *Alarm* | *on* | The alarm are transmitted to the *FA-MSG*. |
| | *off* | The alarm is <u>not </u>transmitted to the *FA-MSG*. |
| *Call list* | | If two call lists are available, the alarm is linked to either the first or the second call list. |

## 6.10 FarmConnect alarm

```
37 Alarm FarmConnect          .ıll 📋
Alarm at no connection        on
   Delay time              01:15u




Alarm code   No alarm
           👤 Superuser
```
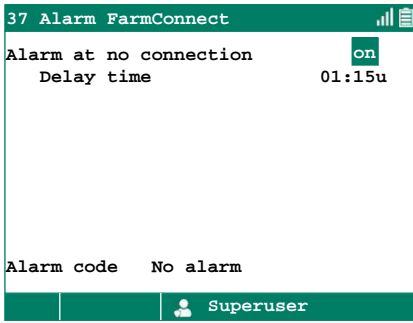
| *Alarm at no connection* | Enabling and disabling *FarmConnect* alarms. |
| *Delay time* | If no data transmission between *FA-MSG* and *FarmConnect* took place during the delay time entered (default = 75 minutes), an alarm is generated. |

## 6.11 Hardware alarm

```
38 Hardware alarm             .ıll 📋
Hardware alarm




RTCP        No alarm
Bottom PCB  No alarm
           👤 Superuser
```
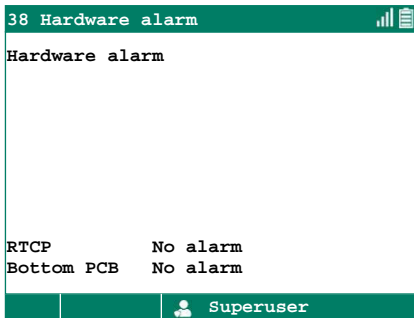
A hardware alarm cannot be deactivated. Correct working of the *FA-MSG* is no longer guaranteed. You must therefore resolve the hardware alarm immediately.

| *RTCPU* | An error has occurred on the RTCP PCB. |
| *Bottom PCB* | An error has occurred on the bottom PCB. |

# 7 Hardware

## 7.1 Flash lamp

```
41 Flashlamp          ⏸📶▤        41 Flashlamp          ⏸📶▤        41 Flashlamp          ⏸📶▤

Delay time      00m00s            Delay time      00m00s            Delay time      00m00s

Flash lamp          on            Flash lamp       pulse            Flash lamp      repeat
                                    On interval      03m00             On interval      03m00
                                                                      Off interval     17m00
Active period      yes            Active period      yes
  Active time  06:00 - 20:00        Active time  06:00 - 20:00      Active period      yes
                                                                      Active time  06:00 - 20:00



         👤 Superuser                       👤 Superuser                      👤 Superuser
```

*Flash lamp = on*                  *Flash lamp = pulse*               *Flash lamp = repeat*


| | |
|---|---|
| *Delay time* | The duration (in seconds) the system waits after an alarm signal is detected before activating the flash lamp. This helps to prevent unnecessary activation due to short or incidental disturbances. |

*Flash lamp*

*on*  The flash lamp remains continuously active as long as the alarm is active. This is the default factory setting. See section 7.1.1.

*pulse*  The flash lamp flashes briefly once when the alarm is activated. See section 7.1.1.

  *On interval*  The duration (mm:ss) the flash lamp stays on during the pulse.

*repeat*  The flash lamp keeps flashing repeatedly throughout the entire alarm duration (until the alarm is cleared). See section 7.1.1.

  *On interval*  The duration (mm:ss) the flash lamp stays on during each flash cycle.

  *Off interval*  The duration (mm:ss) the flash lamp remains off between flash cycles.

*Active period*  You can set an active time period. The flash lamp will only be active during this period when an alarm occurs. See section 7.1.2.

 *Active time*  Set the start and end time of the active period.


## 7.1.1 Flash pattern



*Flash lamp*    *on*    *pulse*    *repeat*


## 7.1.2 Active period



*Flash lamp*  06:00    20:00
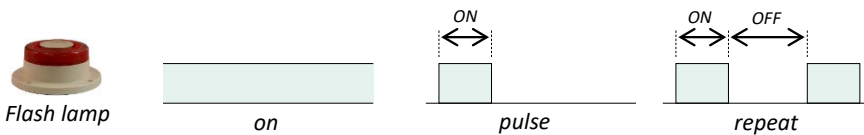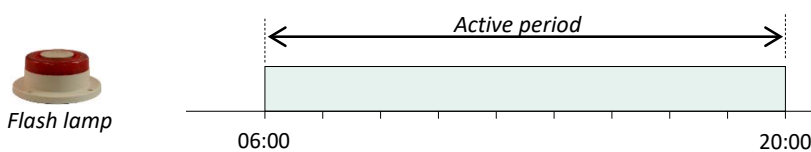

ⓘ If you connect an ALSIR (external siren with strobe) to the FLASH output, the SIREN output does not need to be used.

## 7.2 Siren

| 41 Siren                         ▯▯▯ |
|---|
| Delay time                    `00m00`s |
| Siren                              on |
| |
| Day/Night                         yes |
|   Night time          20:00 - 06:00 |
| |
| 👤 Superuser |

| 41 Siren                         ▯▯▯ |
|---|
| Delay time                    00m00s |
| Siren                          `pulse` |
|   On interval                   03m00 |
| |
| Day/Night                         yes |
|   Night time          20:00 - 06:00 |
| |
| 👤 Superuser |

| 41 Siren                         ▯▯▯ |
|---|
| Delay time                    00m00s |
| Siren                         `repeat` |
|   On interval                   03m00 |
|   Off interval                  17m00 |
| Day/Night                         yes |
|   Night time          20:00 - 06:00 |
| |
| 👤 Superuser |

*Siren = on*                *Siren = pulse*                *Siren = repeat*

| | |
|---|---|
| *Delay time* | The duration (in seconds) the system waits after an alarm signal is detected before activating the siren. This helps to prevent unnecessary activation due to short or incidental disturbances. |
| *Siren* | |
| *on* | The siren remains continuously active as long as the alarm is active. This is the default factory setting. See section 7.2.1. |
| *pulse* | The  siren sounds briefly once when the alarm is activated. See section 7.2.1. |

*On interval* The duration (mm:ss) the siren stays on during the pulse.

*repeat* The  siren keeps sounding repeatedly throughout the entire alarm duration (until the alarm is cleared). See section 7.2.1.

*On interval* The duration (mm:ss) the  siren stays on during each flash cycle.

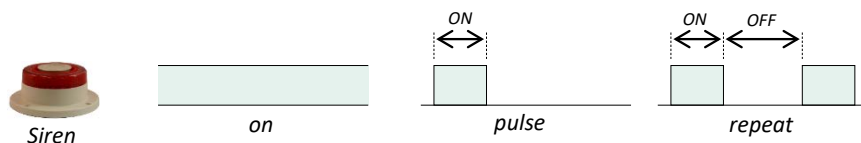*Off interval* The duration (mm:ss) the  siren remains off between flash cycles.
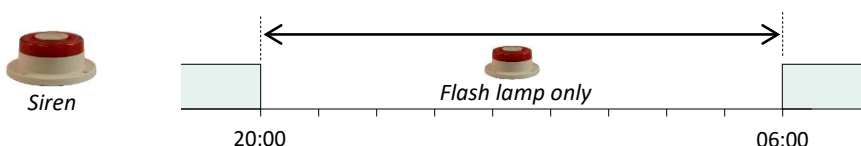
*Day/Night* You can set a day/night period. By default, the night period is disabled. During the night period, the siren will not be active in the event of an alarm, but the flash lamp will still be activated. See section 7.2.2.

*Night time* Set the start and end time of the night period.
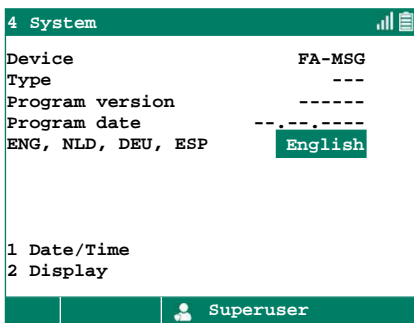
### 7.2.1 Siren pattern



*on*     *pulse*     *repeat*

Siren

### 7.2.2 Siren night mode



Siren

*Flash lamp only*

20:00          06:00

**!** When using the night period, the clock on the FA-MSG must be set correctly.

# 8 System

```
4 System                          � 🔋
Device                   FA-MSG
Type                        ---
Program version          ------
Program date         --.--.----
ENG, NLD, DEU, ESP      English



1 Date/Time
2 Display

              👤 Superuser
```
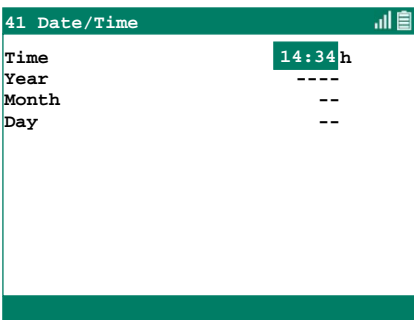
Here you can see the device type (265 = FA-MSG), the program version number and the program date. In this screen, you also set the language of the screen texts. For English, select ENG.
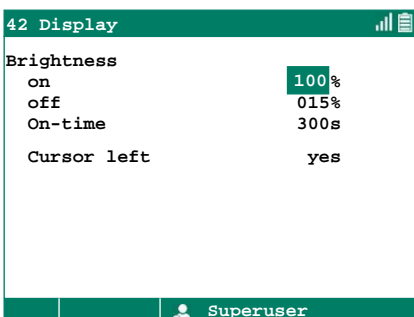
💡 Hotkey for selecting language:
1. Press 🔲 .
2. Select the language using the keys ◁ and ▷ keys.

## 8.1 Date/Time

```
41 Date/Time                      ⏴ 🔋
Time                    14:34h
Year                      ----
Month                       --
Day                         --
```

Set the current date and time here.

## 8.2 Display

```
42 Display                        ⏴ 🔋
Brightness
  on                       100%
  off                      015%
  On-time                  300s

  Cursor left               yes




              👤 Superuser
```

*Brightness*
   *on*          Brightness during display-on period
   *off*         Brightness during display-off period
   *On-time*     Number of seconds the display lights up after the last key press. *0s*= lighting will not be switched off.
*Cursor left*   *yes*   Place cursor in front when editing a setting;
                *no*    Place cursor at the back when editing a setting.

# 9   Alarm codes

## 9.1   FA-MSG alarm codes

| Alarm notification | Description |
|---|---|
| *Alarm unknown (xxx)* | This alarm code cannot be converted to text. Make a note of the number and contact your supplier. |
| *Already used* | The battery pack ID number is already in use. Use a battery pack with a different ID number. |
| *Caller w/out phone no. (day/night)* | Caller without phone number (day/night). No phone number entered for the displayed user. Please enter the correct phone number. |
| *Capacity* | Once the battery capacity is less than 70% of its original capacity, you should replace it. This is to ensure continued correct operation of the *FA-MSG*. |
| *Capacity low (emergency power supply active)* | If the mains voltage fails, the *FA-MSG* switches to the built-in emergency power supply (battery). If the battery capacity falls below 30% during discharge, the *FA-MSG* switches off. |
| *Charger broken* | Battery capacity is below 99%, but the battery pack is not charging. Replace the battery pack[1] . |
| *Charger fuse faulty* | Fuse F1 next to the *Battery* socket is faulty or missing. Check and replace the fuse, if necessary. |
| *Communications* | Communication error between *FA-MSG* and the battery. |
| *Configuration error* | ▪ The number of users in the *call list (day/night)* exceeds the number of users of the phone number list. Change the number of users.<br>▪ The user selected does not exist or has been removed. Select another user. |
| *CSR[1] not connected* | *FA-MSG* is not connected to the external Central Station Receiver (CSR).<br>▪ LAN cable not connected.<br>▪ No internet.<br>▪ Configuration error CSR. |
| *CSR[1] Primary account* | Primary CSR Customer number missing. |
| *CSR[1] Primary AES* | ▪ Inscription key not entered or is incorrect.<br>▪ Primary CSR account missing. |
| *CSR[1] Primary IP/port* | IP address or port number of the *Primary CSR* has not been entered correctly. |
| *CSR[1] Primary layer* | Error in configuration of the CSR. *Radio/Ethernet* selection error. |
| *CSR[1] Primary retry* | *FA-MSG* has tried several times to connect to the Primary CSR. This was still unsuccessful. Please contact the Primary Central Station Receiver. |
| *CSR[1] Secondary account* | Secondary CSR Customer number missing. |
| *CSR[1] Secondary AES* | ▪ Inscription key not entered or incorrect.<br>▪ Secondary CSR account missing. |
| *CSR[1] Secondary IP/port* | IP address or port number of the *Secondary CSR* has not been entered correctly. |
| *CSR[1] Secondary layer* | Error in configuration of the CSR. *Radio/Ethernet* selection error. |
| *CSR[1] Secondary retry* | *FA-MSG* has tried several times to connect to the Secondary CSR.  This was still unsuccessful. Please contact the secondary private emergency response centre. |
| *External alarm* | An external alarm occurred, see menu *35 External alarms.* |
| *Incorrect mac address* | The MAC address is wrong or missing. Contact your supplier. |
| *Input already assigned* | Input assigned twice or more. Select another input. |
| *Internal fuse faulty* | Internal fuse of battery pack is faulty. Replace battery[2]. |

[1] CSR = Central Station Receiver

[2] Order a new battery from Stienen BE and replace the battery

| Alarm notification | Description |
|---|---|
| *Invalid code installer* | The *installer code* has not been entered or the two access codes entered are not identical. Check the access codes. |
| *Invalid code service* | The *service code* is not entered or the two access codes entered are not identical. Check the access codes. |
| *Invalid code superuser* | The *superuser code* in not entered or the two access codes entered are not identical. Check the access codes. |
| *Invalid code user* | The *user code* of the displayed user is not entered or both codes entered are not identical. |
| *Invalid input* | The input number does not appear on the module. Select another input. |
| *Invalid output* | The output number does not appear on the module. Select another output number. |
| *Lifespan expired* | Battery life has expired. Replace the battery[1]. |
| *Locked by PIN* | Wrong pin code. Please enter the correct PIN code. |
| *Locked by PUK* | You entered the wrong PIN too many times in a row. Enter the PUK code and then the new PIN. |
| *Maximum time no data* | There is connection to *FarmConnect* but no data transfer has taken place between *FA-MSG* and *FarmConnect* during the *Interval-FarmConnect time*.<br>▪ Check the Ethernet connection.<br>▪ Check the connection to *FarmConnect*. |
| *Modem error* | No communication with modem. Replace the modem module (EG25-G). |
| *Modem no signal* | The signal strength has been 0% during the set delay time (installation screen 531). Check the signal strength, it should be at least *ok*). Check the antenna connection and antenna cabling for pest damage. |
| *Modem not connected* | The modem module (EG25-G) is faulty or missing. It takes at least 5 minutes for this error message to appear. Check that the modem is present. |
| *Module x changed* | Module configuration (type) changed. Re-read module number. |
| *Module x not installed* | ▪ The set module number at the terminal does not exist.<br>▪ Poor or no connection between the MODULE connector of the *FA-MSG* and external module. |
| *Module x not responding* | Module address not found. Check the settings on the module. |
| *Module x reset alarm* | Module keeps resetting due to failure. Check the module. |
| *No boost voltage* | If the 24V for charging the battery is missing, the bottom PCB may be faulty. Replace the bottom PCB. |
| *No comm. with EEPROM* | No communication with EEPROM. Contact your supplier. |
| *No comm. with FLASH* | No communication with FLASH memory. Contact your supplier. |
| *No comm. with MAC* | No communication with MAC address. Contact your supplier. |
| *No comm. with RTC* | No communication with Real Time Clock. Contact your supplier. |
| *No comm. with SRAM* | No communication with SRAM. Contact your supplier. |
| *No communication devices* | The *FA-MSG* does not receive info messages from other devices in the loop.<br>▪ Check whether a master device is installed.<br>▪ Check that the *TxD* and *RxD LEDs* of the RS485 connection are flashing.<br>▪ Check the Baud rate.<br>▪ On the master device, check that the *WEB-485* or *WEB-MSG* setting is set to *yes* respectively.<br>▪ Check whether two or more devices are set as *master device* set. |
| *No connection FarmConnect* | The *FA-MSG* cannot connect to *FarmConnect*.<br>▪ Check the Ethernet connection.<br>▪ Check the IP address.<br>▪ Check the gateway.<br>▪ Wrong licence key (invalid). |

| Alarm notification | Description |
|---|---|
| *No Ethernet connection* | There is no Ethernet connection.<br>▪ Check the connection.<br>▪ Check whether there is a signal (modem, router or switch is off). |
| *No info from houses* | No data received from the external devices in the loop. |
| *No input assigned* | No input terminal number entered. |
| *No mains voltage* | 230Vac supply voltage missing. Check the 230Vac mains voltage. Fuse F2 or 230Vac supply voltage defective. |
| *No modem voltage* | Modem voltage missing or too low.<br>▪ Module defective.<br>▪ Bottom PCB defective.<br>Contact your supplier. |
| *No output assigned* | No output terminal number entered. |
| *No SIM card* | The SIM card is missing or is not properly in the holder. Check that there is a SIM card in the holder (bottom PCB). Check that the SIM card is correctly inserted in the holder. |
| *No USB voltage* | 5V supply voltage USB missing. Check that LED L10 on the RTCP cover PCB is on. |
| *No valid IP address* | The *FA-MSG* has not received an IP address from the network (IP address = 0.0.0.0).<br>▪ Check the network connection.<br>▪ Check whether there is a signal (modem, router or switch is off). |
| *No 12V flash voltage* | 12V flash lamp voltage missing. Select menu *31 Test alarm* and check that the 12V LED above the *FLASH* terminal lights up.<br>▪ Check that the flash lamp is also installed software-wise.<br>▪ Check the wiring.<br>▪ Check the flash lamp.<br>▪ The flash lamp is installed and the wiring and flash lamp are OK. In this case, the bottom PCB is faulty and need to be replaced. |
| *No 12V horn voltage* | 12V siren voltage missing. Select menu *31 Test alarm* and check that the 12V LED above the *SIREN* terminal lights up.<br>▪ Check that the siren is also installed software-wise.<br>▪ Check the wiring.<br>▪ Check the siren.<br>▪ The siren is installed and the wiring and siren are OK. In this case, the bottom PCB is faulty and need to be replaced. |
| *No 20V ModBus voltage* | 20V MODULE missing. Check that the 20V LED, to the right of the MODEM unit, lights up. If not, replace the bottom PCB. |
| *No 5V RTCPU voltage* | 5V-RTCPU missing. Check that the LED L3 on the RTCP cover PCB lights up. Check the wiring between bottom PCB and lid PCB. If the wiring is faulty, replace the bottom PCB. |
| *Not found* | Battery pack not found. Battery pack is missing. Check the connection of the battery pack. |
| *Number of cycles achieved* | Battery life is limited. It also depends on the age of the battery. After the battery has been in use for 1500 days, it should be replaced to ensure correct operation of the *FA-MSG*. |
| *Output already assigned* | Output is already in use. |
| *Short circuit* | Error message from the battery pack. The battery pack detects that there is a short circuit in the battery pack. Replace the battery pack[1]. |
| *Temperature difference too much* | The temperature difference between the battery pack and the RTCPU (real-time processor system) is greater than 10.0°C. Have your installer check the temperature of the battery pack as soon as possible ( ⚠ overheating battery pack). |

| Alarm notification | Description |
|---|---|
| *Test* | A test call is sent to the first user from the call list. If this does not respond, the next user is called and so on. This is repeated until someone accepts and acknowledges the 'test call'. |
| *Unknown terminal type* | The selected terminal type does not exist. Select another terminal type. |
| *Voltage difference* | The difference voltage between the two cells is greater than 0.15V. Replace the battery pack[1]. |
| *Wrong caller (day/night)* | The user selected does not exist. Select another user or change the number of users. |
| *Wrong input type* | The input type entered does not match the input type on which control is based. |
| *Wrong no. callers (day/night)* | The number of users in the call list is 0. Change the number of users (*call list day/night*). |
| *Wrong output type* | The output type entered does not match the output type on which control is based. |
| *Wrong terminal setting* | Wrong assignment. The function assigned to the terminal is not supported by the module. |

**!**  A check of the battery ID number is performed. Incorrect ID numbers will <u>not</u> be accepted.

## 9.2   FarmAlarm alarm codes

| | |
|---|---|
| **NO ALARMS ACTIVE** | No alarm. |

**1 ALARM ACTIVE**

The title bar shows the number of devices with an active alarm. The window below shows the individual devices with the current alarm code.

🚫  *FA-MSG* offline

✓  *FA-MSG* online

⏰  Device with alarm

🔕  Alarm notification temporarily disabled. Tap *ACKNOWLEDGE*, enter your access code and tap *ACKNOWLEDGE* again.

ⓘ  Last alarm notification. If the alarm notification is on the displayed device, the notification disappears from the screen and then appears in the *Last Alarm notification* overview.

**LOCATION OFFLINE**

One of the *FA-MSG*s no longer has an internet connection. Check on the 🚫 *FA-MSG* that the Internet connection and IP address are present.

**NO LOCATIONS**

Your phone number does not appear in the current call list of the *FA-MSG*.