

Comfort, the Intelligent Home System

Comfort II User Reference Manual

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SECTION 1 INTRODUCTION

About Comfort Manuals

The instructions for using Comfort are contained in the Quick Start Guide, and in this Comfort User Reference.

Please read the Quick Start Guide to get to know how to start using Comfort while this Comfort User Reference Manual includes details not in the Quick Start Guide and shows how to take full advantage of this unique system. These two manuals should be read together for a full understand of how to use Comfort. Information on Comfort is also available at <http://www.cytech.biz>. You can also find FAQs, hints, troubleshooting tips, and user support on the Comfort User Forums at <http://www.comfortforums.com>.

The Quick Start Guide has information about how to use the keypad and voice menus the Security System, What to do during an Alarm, the Home Control menu, testing Comfort, getting help, and important notices about safety and security.

 **The print version of the manual may not always have the latest changes. Please download the latest version if necessary from <http://www.cytech.biz/manuals.html>**

About Firmware

The Firmware is the Microcontroller program that determines the operation and function of Comfort. The firmware from Comfort II version 5.100 onwards can be changed in order to upgrade the functionality of the firmware where there are new features introduced in Comfort, or to correct errors or bugs in the firmware. Firmware can be upgraded using the UCM and Comfigurator software. When bugs in the firmware have been identified, Cytech will provide new firmware upgrades incorporating changes to eliminate them. Cytech also provides firmware to enhances the functionality of the system or to add more useful features. Firmware upgrades may be available for download from <http://www.cytech.biz/upgrades.html> from time to time. Contact your installer to upgrade the firmware if needed. **It is not necessary to upgrade the firmware in Comfort unless there is a firmware error to be rectified.**

About Engineer Access

The Engineer Code allows Installing Engineers to locally or remotely program or interrogate Comfort. The Engineer Code is permitted only if the user gives authorization by pressing Keypad F+0  The authorization is automatically canceled whenever the system is armed or at the end of each day to protect against unauthorized access.

Engineer Code is used by the installer to program the system, or to interrogate and do troubleshooting in the special Engineer Menu which a voice menu used for system programming, as distinct from User

programming in the Program Menu. As protection from unauthorized Engineer access, the Engineer Code will not be able to access the Engineer Menu unless authorized by a user. To authorize the Engineer Code, press F+0  on the keypad. The Engineer Code authorization is automatically removed at midnight. To cancel Engineer Code authorization immediately, go to Program Menu, press 3 for Security, 4 for Engineer Sign in Option and 0 for Off

SECTION 2 THE ANSWERING MACHINE

Comfort includes a built-in digital answering machine. Messages are stored in nonvolatile semiconductor memory which is maintained even if Comfort were to be switched off and the battery disconnected for several years. Up to 8 mailboxes can be set up for different members of the family, with access using each user's individual user code, ensuring privacy for mailboxes. Alternately, a common mailbox can be set up with all users having access to the common messages by using their own user code. The mailboxes have a combined capacity of 10 minutes of recorded messages, with a maximum of 128 messages.

The answering machine has advanced features not normally found in a stand-alone answering machine, like forwarding of new messages to mobile phones, auto-erase of the oldest saved messages when mailbox is full, recording of internal memo messages to any mailbox, and call screening via keypad.

Greeting Message

To allow incoming callers to record messages, the Greeting message must be recorded. If there is no recorded greeting message, when Comfort answers the phone after the programmed number of rings, it will ask for a user code to allow access into the Voice Menu.

Please Sign In

When a Greeting message has been recorded, the caller will hear the message, for example

"We can't come to the phone, please leave us a message and we will call you back... <beep>..

The caller can then record a message to any of the mailboxes or the common mailbox.

A user who wants to access the Comfort Voice menu must press * while the Greeting message is playing, followed by the user code (default 1234) and the # key.

Record Greeting Message

To record the Greeting Message, enter your code and # key on the keypad to go to User menu, press 2 for Message, 6 for Answering Machine, 4 to Record Greeting Message

The voice menu says

Leave your Message after the Tone.. <beep>

Record the greeting message after the tone and press # to end the recording. After recording, you may listen to the greeting message by pressing 5 to Hear Greeting message

For better recording quality, record the greeting message using the home telephone. Lift the handset, press * (user code) #, 2 for Messages, 6 for Answering Machine 4 to record Greeting message. Record the message after the beep, and press any key to end. Press 5 to listen to the recorded message.

Adding and Removing Users

Comfort supports up to 16 users, each with their individual user code. The Master Code belonging to user 1, (which is 1234 by default), is allowed into Program Mode to change telephone numbers, date, time, answering machine, add and remove users and change other important settings (see the Program Menu Flowchart in this manual). The first 8 users can have their own mailbox for messages in the answering machine. Users 9 to 16 do not have mailboxes. These user codes can be given to guests, cleaners or other maintenance personnel.

To go to the menu to add, and delete users, press F+#. Comfort asks for the user code and # key. When User 1 (master User) code has been entered, the menu says:

Press 0 to Erase Users
1 to Add User
2 to Delete User

0 - Erase Users

This erase all users and their codes except for user 1 whose code defaults to 1234.

1 - Add User

Press 1 to Add a User. Comfort will announce the next available user number and ask for a new code.

New User... 2,
Enter new code and # key

Enter a 4 to 6 digit code and #. Comfort asks for confirmation.

To Confirm,
Enter new code and # key

The new code is accepted when 2 consecutive entries are the same.

This code can be changed at any time by the user by pressing F 7 

Comfort supports up to 16 users, but only the first 8 users have mailboxes.

2 - Delete User

This removes one user code. Comfort says

Press 1 for (user 1)
2 for (user 2)
3 for (user 3)
..

Select the user number to delete. Do not press # after the user number. The menu will announce "Mailbox Erased".

Recording a Memo Message

You can leave messages for members of the family.

To record a message, press F+4 . If only 1 user is set up, the Keypad prompts you to leave a message.

Leave Your Message after the Tone....

If more than 1 user is set up, the keypad will ask you to select the mailbox by name (or number if the user name is not recorded).

Press 1 for (user name 1)
2 for (user name 2)
3 for (user name 3)
...

Press the number key corresponding to the user number.

After the beep, leave a message (up to 60 seconds) by talking to the keypad, and press any key to end. The red MIC indicator comes on while Comfort is recording your message. The Message indicator (marked MSG on the keypad) should light up steady when a new message is available. Just press the # key to hear who has a new message.

Comfort will announce

New Message for .. Mailbox number 1 (or user name)

If you record a name for the mailbox, then the name will be announced in the above sentence (e.g. "New Message for David") instead of the mailbox number.

To retrieve the message, just enter your code followed by the # key. Comfort automatically plays any new messages in your mailbox.

Up to 8 mailboxes can be set up corresponding to users 1 to 8. If there is more than 1 mailbox, you can leave memo messages in any mailbox.

If you assign a telephone to your mailbox, Comfort will forward the new message to the programmed telephone.

User Names for Mailboxes

Incoming callers are able to record messages into any mailbox which has a user name recorded. For example, User 1 is "Jim", User 2 is "Jane", User 3 is "Timmy", User 4 is "Joan", an incoming caller would hear first the greeting message followed by a choice of users,

(Greeting Message)
We can't come to the phone, please leave us a message and we will call you back...
Press 1 for Jim
2 for Jane
3 for Timmy
4 for Joan

If there are no User names, the caller will only hear the Greeting message, and will not be asked to select the user names.

Recording User Names

To record a user name using the home telephone, press * followed by the user code for that mailbox. The User Menu will be heard. Press 2 for Messages, 6 for Mailbox Options;

Press 2 to Record User name
3 to Hear User name
4 to Record Greeting Message
5 to Hear Greeting Message
6 for Call Monitoring
7 for Phone Settings
8 to Erase Name

2 to Record Mailbox Name. You will be prompted

Say Your Name After the Tone... (beep)

Say your name and press any key to end.

Press 3 to hear the name recorded.

Repeat this for all user mailboxes which have been setup.

Erasing User Names

Go to User Menu 2 for Messages, 6 for Mailbox Options (see menu in Recording User Names above), and press 8 to Erase Name.

Common Mailbox

In many homes, a *common mailbox* is preferred. This means that incoming callers will leave their message in a single mailbox belonging to user 1, but all users can use their own user code to listen to the messages. To do this, do not record a name for user 1. If User 1 has a name recorded, erase it in User Menu 2, 6, 8 (Erase User Name). Other users 2 to 8 may have names for their mailboxes. When Comfort

answers an incoming call, the Greeting message will be played, but the caller will not be asked to select a name (even if users 2 to 8 have recorded names). The recorded message will be saved in user 1's mailbox. All users can enter their own sign-in code to hear the messages in the common mailbox as well as their own mailbox messages.

With the common mailbox setup. Users are still able to record memos in individual mailboxes by pressing F4

Retrieving Messages from Mailboxes

The green MSG indicator blinks if there are new messages from incoming callers, and it is steady if there are new memos from other users. Press # by itself **without any code** on the keypad to find out who the new messages are for. Comfort will say

New Message for John

Comfort announces the user name or number who has new messages. Each user can retrieve the messages in their mailbox by entering their own code. Comfort plays any new messages in the mailbox. When new messages have been played, they become *saved messages*. Saved messages can be played by going into User Menu 2 for Messages, and 2 to hear saved Messages.

Retrieving Messages Remotely

Deleting Messages

A Message can be deleted by pressing 3 while the message is being played. All saved messages can be deleted in User Menu by pressing 2 for Messages, to hear the Messages menu;

Press 1 for New Messages (if any)
2 for Saved Messages
3 to Erase Saved Messages
4 to Record Messages
5 for Reminder Messages
6 for Answering Machine

Press 3 to Erase Saved Messages. Actually it is not necessary to delete saved messages, at all. When a new message comes in and the memory is full, Comfort automatically erases the oldest **saved** message. Thus, it is not necessary to manually erase saved or old messages in order to recover the message memory. Comfort is intelligent enough to take care of this

Changing the Number of Rings for Auto-answer

Comfort answers the phone after a programmed number of rings. To change this, Press F+ * for Answering Machine Settings;

Press 0 for Answering Machine Bypass
1 for Number of Rings
2 for Record Time
3 to Record Greeting Message
4 to Hear Greeting Message
5 to Erase Greeting Message

Press 1 for Number of Rings;

Press 0 for Security off
1 for Away Mode
2 for Night Mode
3 for Day Mode

You can set the number of rings to answer in each of the security modes. For example, you can have the answering machine answer all calls in Night Mode, by setting the number of rings to 0. In the menu above, press 2 for Night Mode. The menu announces the number of rings to answer in Night Mode;

Night Mode, 8 Rings,
Enter new number and # key

Enter 0# to set the number of rings in Night Mode to 0.

 **To let Comfort answer a call immediately at any time, press # on the keypad while the telephone is ringing. This allows the answering machine to take the call without waiting for the programmed number of rings.**

Advanced Features

Auto-Erase of Saved Messages

The answering machine can store more than 10 minutes of messages. When a new message comes in and the memory is full, Comfort automatically erases the oldest **saved** message (from any mailbox), making it unnecessary to manually erase saved messages.

New Message Forwarding

Comfort has the unique ability to forward new messages for your mailbox to your mobile phone. To turn this on, enter your code, then 2 for Messages, 6 for Answering Machine,

Press 2 to Record User name
3 to Hear User name
4 to Record Greeting Message
5 to Hear Greeting Message
6 for Call Monitoring
7 for Phone Settings
8 to Erase Name

Press 7 for Phone Settings. The menu announces the assigned phone (0 if no phone assigned)

Phone Setting 0 (default)
Select Phone

Press 0 or 1 to 8 to select the phone. If 0 is selected, no phone is assigned, and Comfort will not call any phone number when new messages are received. Phone settings 1 to 8 are assigned to Voice Phone or SMS in the Program Menu. When assigned to SMS Phone Type (UCM/GSM Module required), the Alarm name "New Message" will be displayed. You can call back to retrieve the new message. When assigned to a Voice Phone, the new message is played when the mailbox owner signs in.

Screening of Incoming Calls

If you let Comfort answer calls, you can screen incoming callers on the Keypad when they are recording a message. You may take the call and cancel the recording by picking up your telephone handset. The caller is heard only on the first keypad, and not on all keypads.

Call screening is enabled by default. To turn it off or on, enter your code, press 2 for Messages, 6 for Answering Machine (see Menu in New Message Forwarding above) and press 6 for Call Monitoring

Call Monitoring Option Off
Press 1 for ON
0 for OFF

Press 0 to turn Off call screening or 1 to turn it On. Default setting is Call Screening on.

External Answering Machine/Fax Bypass

If there is an external fax machine or answering machine connected to the same telephone line as Comfort, it will normally be programmed to answer incoming calls first, i.e. before Comfort does so. This means that you would not be able to call from an outside phone to access the Comfort Voice menu. There is now an Answering Machine Bypass mode which allows you to access Comfort remotely in such a circumstance. To activate this, go to Program Menu (User Menu press 9) then 1 for Answering Machine settings;

Press 0 for Answering Machine Bypass
1 for Number of Rings
2 for Record Time
3 to Record Greeting Message
4 to Hear Greeting Message
5 to Erase Greeting Message

Press 0 for Answering Machine Bypass.

Answering Machine Bypass OFF
Press 0 for Off, 1 for On

Press 1 for On to enable, or 0 for Off to disable (disabled by default).

When you want to call from an outside phone to access Comfort, let the phone ring **exactly once**, i.e. as soon as you hear the phone ringing, end the call immediately. Dial again within a time window of **10 to 25 seconds**. This time, Comfort will answer the call immediately. For this to work, the external answering or fax machine must be programmed to answer after 3 rings. Program the number of rings for Comfort to answer (Program Menu 1) so that normally, the external machine will answer first.

We recommend that you do not use an external answering machine. Comfort's built-in answering machine has all you want in an answering machine, and more.

Immediate Auto-Answer by # key

Comfort answers the phone after a programmable number of rings in each Security Mode (Security Off, Away, Night, Day). When the phone is ringing, Comfort can be made to answer the phone immediately by pressing # on the keypad. This is useful when you do not want to be disturbed at that time, or if you see an unwanted number in the Caller ID device. The phone will be answered by the answering machine, and the recorded message can be screened on the keypad.

-  **The # key must be pressed while the phone is ringing (including the pause between rings). If pressed when the phone has stopped ringing, Comfort announces if there are new messages for any mailbox.**

SECTION 3 REMINDER MESSAGES

Comfort is able to ring the home phone and give a chime on the keypads or call telephone to remind you about appointments, to take medicine, watch your favorite TV program or any other events. When you pick up the phone, the reminder message that you recorded previously will be heard. You may also press a key on the keypad when it gives the characteristic Reminder chime tone to hear the message. Up to 8 Reminder Messages can be programmed at a time.

Programming Reminder Messages

Reminder messages can be programmed by any user.

To program a Reminder message, Sign in with your user code to get into User Voice Menu. Press 2 for Messages, 5 for Reminder Messages,

Enter Reminder number and # key

Enter 1 to 8 # to select a Reminder message. If the Reminder message has been programmed, the message and time settings are played, e.g.

Reminder Message 1 ON (or OFF)
9:30 PM,
Monday, Tuesday, Wednesday, Thursday
No Mailbox
"Time to watch the News" (*recorded message*)
Press 1 for ON
0 for OFF
2 to Change Time
3 for Day of Week
4 for Message
5 for User Number

The example above means that Reminder 1 is turned on, the activation time is 9:30 PM on Monday, Tuesday, Wednesday and Thursday, the reminder is not assigned to any mailbox, and the recorded reminder message is "Time to watch the news".

The menu options allow the Reminder program to be changed

1 for Reminder On or 0 for Reminder Off

Press 0 to turn off the reminder message or 1 to turn it on. You can turn off a reminder message when you know you will not need it temporarily, e.g. when you have guests.

2 to Change Reminder Time

9:30 PM, Change Hours, 21
Enter new number and # key

Enter the new hours in 24 hour format followed by the # key, or just # to leave the value unchanged. The voice menu says

Change minutes, 30
Enter new number and # key

Enter the new minutes followed by the # key, or just # to leave the value unchanged.

The menu will say the new Reminder time, e.g.

10:30 PM

3 for Reminder Day of Week

Select day of week
1 for Monday
2 for Tuesday
3 for Wednesday
4 for Thursday
5 for Friday
6 for Saturday
7 for Sunday
8 for Holiday

This menu selects the days of week for which the Reminder message is active. You may select any combination of days of week and holiday. Press 1 to 8 to select the day of week. If you press 1, the Voice menu says

Monday, OFF
Press 1 for ON, 0 for OFF

Press 1 to activate the Reminder message for the selected day, and 0 to turn it off for that day. Do the same for all the days of week. The holidays are defined in the Holidays menu.

4 for Reminder Message

Comfort plays the current reminder message, if any and says

Press 1 to Record Reminder Message
2 to Hear Reminder Message
3 to Erase this (Reminder) Message

A reminder message must be recorded for the Reminder to be activated at the programmed times.

Record Reminder Message

Leave your message after the tone ...

Record your reminder message now. Press any key to end the message. The time limit for each reminder message is set in the Program Menu 1 - Answering Machine Settings, 2 - Record Time, 3 - Reminder Messages.

Hear Reminder Message

Comfort plays back the current message or the one you have just recorded.

Erase Reminder Message

Erases the recorded reminder message. If no message is recorded, the Reminder message will not be activated at the programmed times.

5 for User Number

Each Reminder may be assigned to a mailbox to be delivered to a specific person instead of a general reminder for anyone. Furthermore, if the Mailbox is assigned to one of the programmed phones 1 to 8 (using Menu 2,6,7) , the Reminder message is forwarded to the programmed phone. This means that you can be reminded of any appointment wherever you are, with a cellular phone.

No User
Press 0 for No User
1 for (Mailbox 1 name)
2 for (Mailbox 2 name)
...

Press 0 for No user or any of the keys (without #) to select one of the programmed mailboxes to assign this Reminder. If No user is selected, the reminder message will not be for any particular user, and will ring the Keypad at the programmed time.

SECTION 4 INTERCOM

Each Keypad and Door Station has a built-in speaker and microphone which are used in Intercom Mode to communicate with any internal telephone or remote telephone, or other keypads.

Keypad to Keypad Intercom

Keypads can act as simplex intercoms (ie one way audio at a time) , provided there is more than 1 installed. From any keypad, you can broadcast to all keypads or select a specific one.

Press F+8.

You can start talking to all the other keypads on the premises. Notice that the red MIC led on the Keypad is lighted to indicate that the microphone is turned on, i.e. in Talk Mode. When anyone presses any key on another Keypad, all other Keypads are switched off, and communication will be between the two keypads only. Communication is in one direction at a time, i.e. when one Keypad is talking the other is listening and vice versa. This is called Simplex Mode. Press any key to go into Talk Mode, causing the other keypad to go into Listen Mode. The keypad in Talk Mode will have its red MIC indicator on. To end, any party can press the F key. If there is no change in direction between talk and listen for some time, the Intercom mode will time out after about 30 seconds. The Intercom mode is ended by any announcement, eg "doorbell" or an alarm activation.

Instead of broadcasting to all keypads, a specific keypad can be selected, after initiating intercom mode, by pressing the number corresponding to the keypad. For example, from keypad 1, you can intercom to keypad 3 by pressing F8, followed by 3. This works if the keypad is selected before any keypad responds.

The keypad to keypad intercom can be used to call children for dinner, or to call any family member in their own room. It is not a full duplex intercom where two sides can talk at the same time.

Telephone to Keypad Intercom

The telephone to keypad intercom function can also be used from any telephone in the house or from any outside telephone. This is in full duplex mode in which both sides are able to listen and talk at the same time.

From the local or remote phone User Menu, press 5 for Voice Station. If you have more than one Keypad, there will be a menu to select the Keypad

Select Station 1 to (*number of keypads*)

You can listen to any sounds or talk to anyone in the vicinity of the Keypad. Press the Keypad number 1 to 8 to select another Keypad to monitor. Press # to end.

Note that the menu 5 for Voice Station when used on a keypad goes into Baby Monitor Mode, see below.

Baby Monitor Intercom

Go to a keypad (which is not in the baby's room) and sign in with your user code and press 5 for Voice Station.

If there are more than 1 keypad on the premises, you will be asked to select one of them to intercom.

Select Station 1 to (*maximum*)

Enter the Keypad number (1 to 8) to select the Keypad where the baby is (It must not be the one you are using!).

This turns on the microphone on the other keypad so sounds on the keypad can be heard on the keypad which is being used. The MIC red LED on the other keypad will be turned on. The system will remain in intercom mode until the F key is pressed on either keypad or an announcement like "Doorbell" is required, or an alarm occurs which terminates the intercom. This monitor mode is one way only, the originating keypad is unable to talk to the other keypad.

Press # to end the Baby Monitor mode, and return to the previous menu.

Note that the menu 5 for Voice Station when used on a remote or local telephone goes into two-way Intercom mode (see above)

Door Station

This applies if the Door Station is installed. When the Door Station button is pressed in Security Off or Night Mode, the home phones will ring and Keypad will produce a door chime. You can talk to the visitor using the local phone or the Keypad.

Local Telephone to Door Station

When you hear the Door chime and the phone ring, answer the phone. You will be connected to the door station to talk to the visitor

When you have finished, just hang up the phone, or if your system is set up to open a door or gate, you can press 4 or 7 to release the gate or door.

Comfort supports up to 3 Door Stations.

You can talk to the Door Station without first being called by any Door Station by signing in with the user code on a telephone or keypad and selecting User Menu 6 for Door Station.

Select Station 1 to (<i>number of Door stations</i>) # to End

Press 1 to 3 to select which Door Station you want to talk to if there are more than one door station.

Keypad to Door Station

When you hear the Door chime, press any key on the Keypad. You will be asked to press 0 for Door Station just like on the phone. You can talk to the Door Station in two way mode.

Remote Door Station

If security is armed to Away or Vacation Mode and the Door station button is pressed, Comfort can call to your mobile phone (if programmed by the Installer), so that you can talk to the visitor wherever you are and even open the door or gate if you know the visitor.

SECTION 5 TIME PROGRAMS

Comfort has Time Programs (32 for Ultra, 16 or OPTimum) to perform automatic tasks, including automatic arming at night, automatic disarming, turning off lights and appliances etc. Each Time Program can be programmed for any combination of days of the week and holiday, and at any time of the day. The action performed by each Time Program (Response) is predetermined by your installing engineer and cannot be changed, except by the engineer. You may change the programmed time and days of week, or turn it on or off.

- 1 Start by entering your Master code (first user) to get to User Menu, then press 9 for Program Menu. Press 6 for Time Program Menu.

Enter Time Program Number and # key

- 2 Enter Time program number 1 to 32 and # key. The voice menu says (e.g.)

Time Program (1 to 32 ON (or OFF))
Monday, Tuesday, Wednesday, Thursday, Friday
11:00 PM, Response 69
Press 1 for ON (Enable the Time Program)
0 for OFF (Disable the Time Program)
2 to Change Time (Change activation time for this program)
3 for Day of Week (Change days of week for this program)
4 for Response (actions to be performed, hear only, cannot change)

- 3 By default, Time Program 1 and 3 are programmed to Auto-arm to Night Mode and Time Program 2 and 4 to Auto-disarm, but these Time Programs are not enabled. Two time programs each for auto-arm and auto-disarm allows you to set a different time for weekends. You can activate these Time Programs by selecting them, setting 1 for ON, selecting the Days of week and the Time of day. For example, to set Time Program 1 to auto-arm at 11 PM on Mondays to Fridays, go to the Time Program Menu, enter 1#, press 1 for ON, then 2 to change Time, enter 23# (11 PM), and 00# (minutes). Press 3 for days of week, select 1 - ON, 2- ON, 3 - ON, 4- ON, 5 -ON, 6 - OFF, 7 - OFF, 8 - OFF (holiday).
- 4 Time Programs can be enabled or disabled. Select the Time Program number and # key. Press 0 for OFF (Disable) and 1 for ON (Disable). This allows you to temporarily disable a Time program (say to automatically switch of lights or auto-arm the security system when entertaining guests).

🔊 Automatic arming and disarming of the alarm system may not be allowed by your Monitoring Station, and may be disabled by your installer

- 5 See Program Menu Reference Chapter 6 for a full description of the Time Program Menu options

Change Date and Time

Program Menu 2, press 1 to change Date, 2 to change Time. Setting the correct Date and Time is important for Time Programs, Reminder Messages, and the Event Log.

Change Holidays

Program Menu 2,3 to change any of the 24 holidays. Holidays are used in Time programs and Reminder messages only.

The Wizcomfort software (download from <http://cytech.biz/wizcomfort.html>) allows you to change the time program settings. A UCM with USB, RS232 or Ethernet interface is required for Wizcomfort.

SECTION 6 COMFORT MENU GUIDE

This chapter shows how to make find useful operations in Comfort's User and Program Voice Menus. The notation used for referring to a certain submenu is

Menu, x,y,z

which means the specified menu (User or Program), Press **x** to select the next menu, then **y** to select next menu and **z** to select the next menu. For example,

User 2,6,7

means User menu 2 for Messages, 6 for User Options, 7 to select Phone.

Remember that you do not need to wait for the menu to finish talking before selecting the next menu.

Full details of the User and Program Menus as well as flowcharts can be found in the User Menu Reference and Program Menu Reference in this manual.

In this chapter, the menu references are to show you quickly how to get to the required places in the menus. Refer to the appropriate menus in the Menu Reference for full instructions.

Security System

Arm Security System

Keypad  for Away Mode

Keypad  for Night Mode

Keypad  for Day Mode

In the User Menu, press 1 to Arm Security System, then

**Press 1 for Away Mode
2 for Night Mode
3 for Day Mode**

When you arm to Away or Vacation Mode from inside the premises, you will be required to leave via the Entry Door. The system is armed when the door is closed. However, when you arm to Away or Vacation Mode remotely, the system arms after a short delay, without waiting for exit via the Entry Door. When arming to Night or Day Mode, no exit is required.

Remote Disarm

From the telephone User main menu, press 0 for Security Off if the system is armed or is in alarm. The option for “0 for Security Off” is not heard if the system is not armed.

📞 Do NOT do a Remote Disarm unless you are very sure that it is safe to do so.

📞 Remote Disarm may not be allowed by your Monitoring company and may be disabled by the installer.

Bypass Zones

Keypad F+1  or, by User Menu 3,5

Silence a Trouble Alarm

When the keypad beeps continuously and the green Home/Trouble indicator flashes, enter your user code and # on any keypad. The keypad will announce the cause of the trouble alarm, e.g.

“Phone Trouble”, “Battery Warning”, “Power Failure”, “Zone Trouble, (zone number)”, “Communications Failure, (module id)”.

Take note of the trouble alarm message and call your installer. The trouble alarm message will help the installer to diagnose the problem.

As long as the trouble condition persists, the green Home/Trouble indicator will continue flashing. Every time you sign in to the User Menu, the Trouble alarm message will be announced. When the trouble condition is cleared, the Home/Trouble indicator will become steady.

Listen To Event Log

Keypad F+5  or User Menu 3,3

When listening to the Voice menu you can navigate through the Event Log by pressing 1 for next event, 2 for Previous event, 3 for Next Day, 4 for Previous Day, 0 for 1st event, 9 for last event.

Refer to User Menu Reference to see what events can be logged.

Listen to Alarm History

User Menu 3,2 plays Alarm History. After an alarm, the Alarm History is played automatically upon signing in with your code. Alarm History keeps the first 20 events after arming the security system, and is erased each time security is armed.

Do Security Check (Walk Test)

Keypad F+3,  2 or User Menu 3,4,2. End by pressing any key.

Do a Dial Test

Keypad F+3,  3 or User Menu 3,4,3.

Test the Backup Battery

Keypad F+3,  1 or User Menu 3,4,1.

Do a Siren Test

Keypad F+3, ✓ 4 or User Menu 3,4,4.

Do a Strobe Test

Keypad F+3, ✓ 5 or User Menu 3,4,5

Program Telephone Numbers

F+6 or Program Menu 4, select phone 1 to 8, for programming the Phone type and number.

Change SMS Code (4 digits)

Program Menu 3,3.

This is the 4 digit number displayed on the SMS Text to identify your premises (UCM/GSM required). You can enter the address or unit number here.

Engineer Sign In Option

Keypad F+0 to turn on. This allows the Engineer code to gain access for system programming and troubleshooting. Engineer Sign-in option is automatically disabled each time the system is armed, or at the end of each day.

Record Alarm Message

The Alarm Message is a recorded message which is announced during dial out to Phone Type 1 (Voice Phone).

Program Menu 3,5,1

Hear Alarm Message

Program Menu 3,5,2

Erase Alarm Message

Program Menu 3,5,3

Enter Duress Code

Enter your Sign in Code + or - 2 twice to turn off security but activate a silent dial out, in case you are forced to turn off the security system.

Activate a Panic Alarm

On the Keypad, press F and AWAY simultaneously.

Activate a Fire Alarm

On the Keypad, press F and NIGHT simultaneously.

User Codes

Add User Code

Keypad F+*, 1 or Program Menu 5,1. An authorized Master Code is required. The next user number is announced. Enter the new sign in code and # key. You will be asked to reenter the code to confirm. The

first 8 users have their own mailbox for messages. Users can record their user names (see the next section on Answering machine)

Erase All User Codes and Mailboxes

Keypad F+*,0 or Program Menu 5,0. An authorized Master Code is required. The master code will default to 1234. If you have forgotten your Master code (User 1 code), then call your installer to reset the User Codes.

Erase One User

Keypad F+*, 2 or Program Menu 5,2. An authorized Master Code is required. The user's mailbox and messages will also be erased.

Change User Code

Press F+7  Also in User Menu 3,0

Answering Machine

Record a Memo for a User

Keypad F+4, or User 2,4 and select which user to leave the message for. Press any key to end the message. The green MSG indicator lights up steady when there is a new memo. Pressing # tells who the message is for. The recipient enters his user code to hear the message.

Record a Greeting Message

Keypad F+*, 3 or Program Menu 1,3.

Listen to the Greeting Message

Keypad F+*, 4 or Program Menu 1,4.

Erase the Greeting Message

Keypad F+*, 5 or Program Menu 1,5.

If there is no Greeting message and no recorded user names, Comfort answers calls with "Please Sign In".

Record User Name

User Menu 2,6,2.

When someone calls, Comfort prompts the caller to leave a message by selecting the user name, i.e.

"Press 1 for (user1)

2 for(user 2)..

..."

Listen to User Name

User Menu 2,6,3.

Erase User Name

User Menu 2,6,8.

Without a user name, the name will not be announced in the list of names for an incoming caller to leave messages, but messages can still be left in your mailbox by selecting your user/mailbox number.

Hear Saved Messages

User Menu 2,2. While listening, press 1 for next message, 2 for Previous message, 0 for 1st message, 9 for last message, 3 to erase the current message.

Erase Saved Messages in your mailbox

User Menu 2,3.

Assign a Telephone to your Mailbox for Message Forwarding

User Menu 2,6,7.

Select one of the 8 programmed telephones 1 to 8 or 0 for No phone assignment. All new messages will be forwarded to your programmed phone.

Screen Incoming Calls

User Menu 2,6,6, and press 1 for screening On or 0 for screening Off.

Change Number of Rings to Answer

Keypad F+*,1 or Program Menu 1,1, and select Security Mode (0=Off, 1= Away, 2 + Night, 3 = Day). The number of rings in each mode can be different. The number of rings in Vacation Mode is the same as what is programmed in Away Mode

Change Recording Time Limits

Keypad F+*, 2 or Program Menu 1,2. Enter the limit for recorded messages in seconds. Recorded messages shorter than the programmed limit will not use up the allocated time in the answering machine memory. This time limit also applies to greeting message, alarm voice messages and user names.

Home Control

Control Appliances

On the voice Menu, press 4 for Home Control and listen to the menu. Select the appliance and the action (ON, OFF etc)

Miscellaneous Programming

Change Date and Time

Program Menu 2 for Change Date and Time. Select 1 to Change Date, 2 to change Time

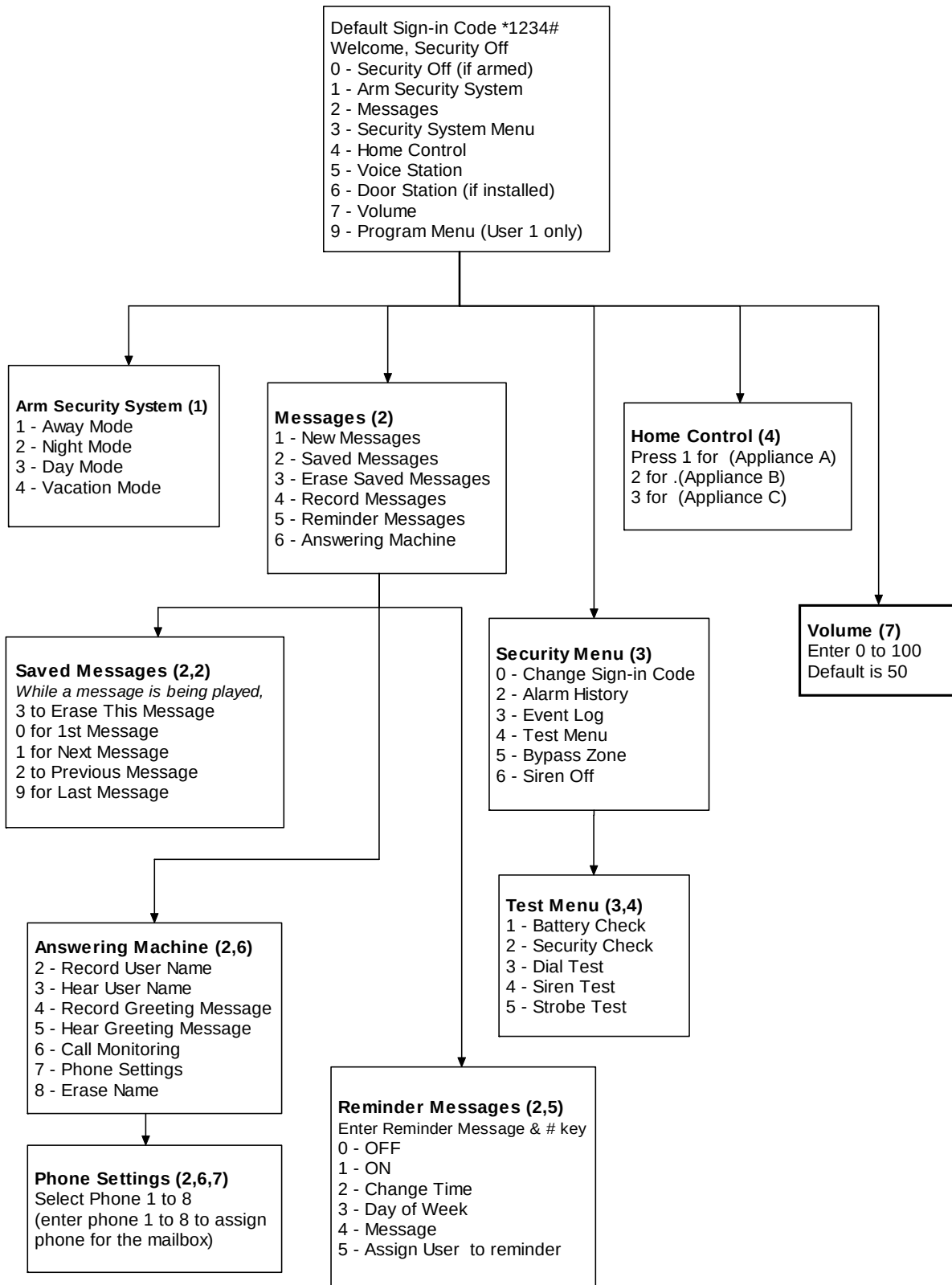
Enabled/Disable Announcements on each Keypad

The keypad makes announcements, e.g. the security mode (Away, Night, Day, Vacation), or zone names when the system is being armed.

This also includes chimes and siren tones. In some rooms where the keypad is installed, these announcements may not be desired, e.g a baby's room where the keypad is used as a baby monitor. To enable or disable keypad announcements on a specific keypad, go to Program Menu 3,1 for Voice Report and press 1 for On (enable) or 0 for Off (disable).

SECTION 7 USER VOICE MENU REFERENCE

User Voice Menu Flowchart



After you enter *, then your PIN code and # key, you will hear the User menu:

Welcome, Security off (you have N new messages)
Press 1 to Arm Security System
2 for Messages
3 for Security System Menu
4 for Home Control
5 for Voice Station
6 for Door Station (if installed)
7 for Volume
Press # to End

If there are messages in your mailbox, Comfort will say

You have N new messages

and will play the messages now. If you have no new messages, Comfort will skip this part and go on to the main voice menu.

Arm Security System (1)

Press 1 for Away Mode
2 for Night Mode
3 for Day Mode
4 for Vacation Mode
Press # to End

Enter the number to select the required mode.

Press 1 to arm to Away Mode when everyone will be away from the premises.

Press 2 to arm to Night Mode when the family goes to bed. Certain interior zones may be disabled to allow people to move within certain areas.

Press 3 to arm to Day Mode to protect only the perimeters, i.e. doors and windows, leaving all interior zones unprotected.

Press 4 to arm to Vacation Mode. If Vacation Programs have been programmed by the installer, lights and appliances may be programmed to switch on and off at random times to give the impression the premises are occupied.

Messages (2)

Press 1 for New Messages (if any)
2 for Saved Messages
3 to Erase Saved Messages
4 to Record Messages
5 for Reminder Messages
6 for Answering Machine

New Messages (2,1)

New Messages in your personal mailbox will be played. Comfort knows that the messages are meant for you because of your unique sign-in code. Once the new messages are played to you, they become "saved" messages, which you can retrieve at any time, until you erase them. While the message is playing, press 1 to go to the next message.

Saved Messages (2,2)

Your saved messages are played. They will remain in your mailbox until you erase them. The mailboxes have a combined time limit of about 10 minutes for recorded messages. Press 1 to go to the next message, 2 for previous message, 3 to erase the message being played, 0 for 1st message, and 9 for the last message.

If you press any key on the telephone while a message is being played, Comfort will give this menu:

Press 3 to Erase this message
1 for next
2 for previous
0 for 1st
9 for last

When the answering machine memory is full, and a new message comes in, the oldest **saved** message is erased automatically.

Erase Saved Messages (2,3)

All saved messages in your mailbox are erased. It is usually not necessary to do this as the oldest saved message is automatically erased when a new message comes in when Comfort's memory is full.

Record Messages (2,4)

You may record messages for other users using your home telephone. If there is more than 1 user, Comfort will ask who the message is for;

Press 1 for (mailbox-name1)
2 for (mailbox-name2)
3 for
4 for ..

Press the number corresponding to the person to whom you want to leave a message. You can then leave the message after the beep tone.

Reminder Messages (2,5)

The voice menu says:

Enter Reminder number and # key

Enter 1 to 8 # to select a Reminder message. If the Reminder message has been programmed, the message and time settings are played, e.g.

Reminder Message (1-8), ON (or OFF)
9:30 PM,
Monday, Tuesday, Wednesday, Thursday
(Mailbox)
"Time to watch the News" (*recorded message*)
Press 1 for ON
0 for OFF
2 to Change Time
3 for Day of Week
4 for Message
5 for User Number

Reminder On (2,5,1) or Off (2,5,0)

Press 0 to turn off the reminder message without affecting the programmed time, days of week, mailbox, or the recorded message. Press 1 to turn it on. You can turn off a reminder message when you know you will not need it temporarily, e.g. when you have guests.

Change Reminder Time (2,5,2)

9:30 PM, Change Hours, 21
Enter new number and # key

Enter the new hours in 24 hour format followed by the # key, or just # to leave the value unchanged. The voice menu says

Change minutes, 30
Enter new number and # key

Enter the new minutes followed by the # key, or just # to leave the value unchanged.

The menu will say the new Reminder time, e.g.

10:30 PM

Reminder Day of Week (2,5,3)

Select day of week
1 for Monday
2 for Tuesday
3 for Wednesday
4 for Thursday
5 for Friday
6 for Saturday
7 for Sunday
8 for Holiday

This menu selects the days of week for which the Reminder message is active. You may select any combination of days of week and holiday. Press 1 to 8 to select the day of week. If you press 1, the Voice menu says

Monday, OFF
Press 1 for ON, 0 for OFF

Press 1 to activate the Reminder message for the selected day, and 0 to turn it off for that day. Do the same for all the days of week. The holidays are defined in the Holidays menu.

Reminder Message (2,5,4)

Comfort plays the current reminder message, if any and says

Press 1 to Record Reminder Message
2 to Hear Reminder Message
3 to Erase this (Reminder) Message

A reminder message must be recorded for the Reminder to be activated at the programmed times.

Record Reminder Message (2,5,4,1)

Leave your message after the tone ... beep

Record your reminder message now. Press any key to end the message.

Hear Reminder Message (2,5,4,2)

Comfort plays back the current message or the one you have just recorded.

Erase Reminder Message (2,5,4,3)

Erases the recorded reminder message. If no message is recorded, the Reminder message will not be activated at the programmed times.

User Number (2,5,5)

Each Reminder may be assigned to a mailbox to be delivered to a specific person instead of a general reminder for anyone. Furthermore, if the Mailbox is assigned to one of the programmed phones 1 to 8 (using Menu 2,6,7) , the Reminder message is forwarded to the programmed phone. This means that you can be reminded of any appointment wherever you are, with a cellular phone.

No User
Press 0 for No User
1 for (Mailbox 1 name)
2 for (Mailbox 2 name)
...

Press 0 for No user or any of the keys (without #) to select one of the programmed mailboxes to assign this Reminder. If No user is selected, the reminder message will not be for any particular user, and will ring the Keypad at the programmed time.

Answering Machine (2,6)

Press 2 to record User name
3 to hear User name
4 to record Greeting Message
5 to Hear Greeting Message
6 for Call Monitoring
7 for Phone Settings
8 to Erase Name

Record User Name (2,6,2)

Use this menu to record your name for your mailbox. The name is used by Comfort in the Call Answering Menu to let the caller select the person for whom the message is meant.

The menu says

Say Your Name After the Tone ...

Say the name by which callers will identify you to leave a message, and press any key to end. If a mailbox name is recorded, this is heard by incoming callers when they want to leave messages, e.g.

Press 1 for John
2 for Paul
3 for ...

If a mailbox has no name recorded, the caller will not be prompted to leave a message, but messages can be recorded in the mailbox if the caller knows the user/mailbox number. Only callers who know the mailbox numbers will know which to select.

☎ While recording, use the telephone handset instead of handsfree mode or Keypad for best results. Also, for a better recording quality, do not use a cordless phone.

Hear User Name (2,6,3)

Comfort plays back the current name.

Record Greeting Message (2,6,4)

You may record a greeting message for your callers using this menu. Only one greeting message is kept, so if you record a greeting message, it will be recorded over any existing greeting message.

The menu says

Leave Your Message After the Tone... (Beep)

Record the message and press any key to end.

You can also record the Greeting message in Program Menu (1,3). However, the User Menu has no Erase Greeting Message selection. This must be done in Program Menu (1,5).

☎ While recording, use the handset on a corded phone instead of handsfree mode for best results. For better recording quality, do not use a cordless phone.

Hear Greeting Message (2,6,5)

Use this menu to hear the current greeting message, or the one you have just recorded. You can also hear the Greeting Message in Program Menu 1,4.

Call Monitoring (2,6,6)

Call Monitoring Option Off
Press 1 for ON
0 for OFF

This menu selects Call Screening of recorded messages. If turned on, the recorded messages are heard on the Keypad.

You can answer the call and stop recording by picking up your home phone.

Phone Settings (2,6,7)

This assigns one of the 8 phones to the mailbox so that Comfort will call the selected phone whenever a new message is received.

Phone Setting 0 (or current phone setting)
Select Phone

Press 0 or 1 to 8 to select the phone. If 0 is selected, no phone is assigned, and Comfort will not call any phone number when new messages are received. Select 1 to 8 for the phone assignment. Phone settings 1 to 8 are assigned to Voice Phone, SMS or Alarm Voice Message in the Program Menu (4). When assigned to SMS (UCM/GSM required), "New Message" will be displayed in the message. You can call back to retrieve the new message. When assigned to a Voice Phone, the new message is played when the mailbox owner signs in.

Erase Name (2,6,8)

This erases the name for this mailbox, so that callers will not be prompted to leave messages in this mailbox. However, if those who know can still select the mailbox number to leave a message even though the name was not in the list. The mailboxes without names can be used to arm and disarm (depending on each user's authorization), and to access the Voice menu as normal. Memo messages for this mailbox can be recorded in the Record Messages Menu (2,4).

Security System Menu (3)

**Press 0 to Change Sign-in Code
2 for Alarm History
3 for Event Log
4 for Test Mode**

Change Sign-in code (3,0)

Enter new code and # key

The system will not allow a sign-in code which is the same as another existing sign-in code or a sign-in code +/- 2 which is a duress code

A 4-digit to 6-digit number may be entered. When the new number is entered, the system will ask for confirmation

To confirm, Enter New Code and # key

If the number corresponds with the 1st number entered, the voice menu will say

Sign-in Code OK

If the second code entered is not the same as the first number, the first number will be discarded, and the new number will be saved for comparison. The system will ask for a sign-in code until 2 consecutive entries match.

Alarm History (3,2)

Comfort is able to tell the day of week and time of events leading to an alarm condition. including arm and disarm events. For example,

**Wednesday 11 PM, Night mode
Thursday 2:45 am, Kitchen Window
Thursday 2:46, Kitchen Movement
Thursday 2:47, Back Door**

The first 20 events are saved in Alarm History. After the system is disarmed to Security off, the Alarm History events are still available. Comfort keeps the Alarm History events until the system is rearmed to Away, Night, Day or Vacation mode. The Alarm History is played automatically after signing in during an alarm.

Event Log (3,3)

Comfort keeps a record of the last 250 events (125 for FS17) related to security functions e.g. arming, disarming, sign-ins, alarms. It keeps the Date and Time of each event for easy traceability.

The Event Log will be announced over the phone in the format

(Date), (Time), (event)

January 24, 11:53 PM

If any key other than 1,2,3,4,9,0 is pressed, the voice menu will say

Press 1 for next
2 for previous
3 for Next Day
4 for Previous Day
0 for 1st
9 for last

Pressing 1,2,3,4,9, or 0 during the event log announcement will immediately interrupt the announcement and go to the specified event. In this way, you can go quickly to the event of interest

The events which are reported in the Event Log are:

Voice Event	Restoral	Description
Alarm Erased	N/A	Alarm activation aborted within the 'Abort Time'.
Alarm Message OK	N/A	Dial-out acknowledged by recipient pressing # key.
Arm Failure	N/A	System failed to arm, returned to Security Off Mode.
Away Mode	N/A	System armed to Away Mode - Full Set
Battery Warning	Restore	The battery was tested with AC 'OFF' and found to be low
Zone 'Name' Bypass	Zone No. Bypass Off	A zone was bypassed
Change Time	N/A	Date or Time Changed
33 Communications Failure	33 Restore	Slave Expansion Module 1-3 Data Failure. Prefix denotes ID.Address 33=SEM 1, 34= SEM 2, 35= SEM 3
49 Communications Failure	49 Restore	Door Station 1-3 Data Failure. Prefix denotes ID. 49=Door Station 1, 50=Door Station 2, 51=Door Station 3, 52=Door Station 4
65 Communications Failure	65 Restore	Keypad 1-8 data failure. Prefix denotes ID 65=Keypad 1, 66=Keypad 2, 67=Keypad 3, 68=Keypad 4
Day Mode	N/A	The system is armed to Day Mode
33,49,65 Tamper Alarm	Restore	SEM, Door Station or Keypad tamper, 33-35=SEM 1-3, 49-51=Door Station 1-3 and 65-72=Keyad1-8
Dial Failure	N/A	Dial-out to Monitoring Station failed (Busy, no answer, no acknowledgment, no kissoff)
Dial Test	N/A	System dial-test selected.
Doorbell	N/A	Doorbell pressed while system is armed to Away Mode
Duress Alarm	N/A	Duress Code entered by user adding or subtracting '2' from their code, it will be preceded by: (time) user sign-in code OK.
Engineer Menu Phone Call Sign-In	N/A	System dialed engineer via a response linked to a function key
Entry Alarm	N/A	A valid user code was not entered within the entry timer duration.
Engineer Reset (UK Only)	N/A	The Engineer has reset the system following Alarm Activation, using * on Engineer Menu
Engineer Menu	N/A	The Engineer has entered the system using the Eng code.
Force Arm	N/A	During Exit, the # key was pressed to force arm the system.
Fire Alarm & Zone	Restore	Fire Alarm Activation followed by Zone number.
Key Arm	N/A	System armed using the one-touch key or a key switch
Intruder Alarm & Zone	N/A	Intruder Alarm Activation followed by Zone number.
(Name) Sign-In Code Ok	N/A	Valid user code 1-16 entered using local phone or Keypad.

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Voice Event	Restoral	Description
(Name) Phone Call Sign-In	N/A	Valid user code 1-16 entered remotely using external phone.
Monitoring Station OK	N/A	Kissoff from Monitoring Station received
Night Mode	N/A	System Armed to Night Mode - Part Set.
Panic Alarm & Zone	Restore	Panic Alarm Activation followed by Zone number.
SMS OK	N/A	Successful dialout to SMS phone number
Perimeter Alarm, Zone	N/A	Perimeter Alarm Activation followed by Zone number.
Phone Trouble	Restore	Telephone line cut
Phone Number 1-8	N/A	System attempted to dial telephone number 1-8.
Power Failure	Restore	Mains Power Removed
Security Off	N/A	The system is disarmed and unset.
System Armed	N/A	System Armed.
Siren Tamper	Restore	Monitored Siren output (SRN-,SRN+) has a broken wire or ground fault.
System Reset	N/A	System reset using Reset Button, Engineer Menu or Configurator.
Sign-In Tamper	Restore	More than six unsuccessful attempts to sign-in at the Keypad while the system is armed.
Tamper Alarm	Restore	Panel (JP5), Bell tamper, Keypad, Door Stations or Zone with 24-hour tamper zone type.
Zone Alert & Zone	N/A	Zone with alert zone type activated
Zone Trouble	Restore	Zone tampered with followed by Zone number .

Test (3,4)

Press 1 for Battery Check 2 for Security Check 3 for Dial Test 4 for Siren 5 for Strobe
--

Battery Test (3,4,1)

Immediately activates a battery test by switching off the AC supply, and letting the backup battery supply power to the system for 2 minutes (default). If at any time during this test, a low battery condition is detected, the AC power will be turned on and a battery test fail report will be sent to the Monitoring Station (if a monitoring station is programmed), or to any designated phone number in the Low Battery Alarm Type.

This test also starts an automatic battery test at regular intervals. The interval is programmed by your installer.

Security Check (3,4,2)

The system does a Security Check similar to the one which is activated when the system is armed, except that any activated detector is announced once, until # is pressed to end this test mode. Any activated detector, even 24 hour zones will not activate an alarm during the duration of this test. This allows a walk test to be done on the premises.

When the Security Check is started, all zones which are already ON will be announced first. If a zone is in trouble condition, i.e. open or short circuit with double EOL resistors, the Zone Number will be announced, e.g. "Zone 4 Trouble".

☎ While in Security Check, if a zone does not announce when activated, exit from Security Check by pressing #, and then restart Security Check to hear if the zone is announced. If it is, that means the zone is always open.

Dial Test (3,4,3)

When this menu is selected, the Voice Menu says..

Dial Test, Please hang up

After you hang up the phone, Comfort will immediately dial out to all the programmed phones, SMS (UCM/GSM required) and monitoring stations. It will not seize the telephone line immediately as this is an Idle state alarm. For SMS messages, the Dial Test alarm type is displayed. On voice phones, "Dial Test" is announced when the phone is answered. For Monitoring Station receivers, the Test report code is sent.

For Phone 1 and 2, any Voice Phone Sign-in or Central Monitoring Station kissoff will stop the dial test to this group. For Phones 3 to 8,

any Voice Phone sign in will stop the dial test to this group of phone numbers.

☎ To stop the dial test while it is in progress, sign in and press 0 for Security off.

Siren Test (3,4,4)

Selecting this option activates a short Siren test. Ensure that you can hear the external siren and internal speaker if installed.

Strobe Test (3,4,5)

Strobe
Press 1 for ON, 0 for OFF

Press 1 to activate the strobe light, and 0 to switch it off after the test.

Bypass Zone (3,5)

Enter Zone Number and # key

After the zone number is entered, the voice menu announces the zone name (e.g.)

Kitchen Window Bypass Off
Press 1 for On, 0 for Off

Press 1 to bypass and 0 to unbypass.

☎ When the system is disarmed (Security Off), all bypassed zones are automatically unbypassed.

Siren Off (3,6)

If an alarm has occurred, you may turn off the siren without disarming the security system. Any new violation of a protected zone will turn on the siren again.

Home Control (4)

In this menu, all the appliances controlled by the system will be announced.

Depending on the system provided by the installer, the Home Control Menu may be split up into a maximum of 3 groups of appliances. E.g. Lights, Air-conditioning, heating etc. The Menu will be like this:

Press 0 for Lights
1 for Air conditioner
2 for Appliances

Pressing 0 (for Lights will then bring you to the next level where you can select the device or appliance, e.g.

Press 1 for Living Room Lights
2 for Garden Lights
3 for Bedroom Lights
4 for Stair Lights

Select the appliance or function given by the menu (say 2), and the voice menu allow you to select the action desired:

Bedroom Lights
Press 0 for Off, 1 for On,

Just press the key to select the desired function.

If there are fewer than 10 appliances to control, the appliances may not be organized into groups; instead they may all come under a single Home control menu, e.g.

Press 1 for Living Room Lights
2 for Gate
3 for Hi-Fi
4 for airconditioner
5 for Garden Lights
6 for Bedroom Lights
7 for Heating

The Home Control menu is programmed by the installer according to your specific requirements.

Voice Station (5)

You can activate the Voice Station for 2-way voice function (i.e. listen and talk) either from a local or remote phone or from a keypad.

Using the telephone you can talk or listen to sounds in the vicinity to determine if there is any real intrusion, or in the case of medical emergency. This is a two way full duplex intercom mode.

If there are more than 1 keypad on the premises, you will be asked to select one of them to intercom.

Select Station 1 to (maximum)

At any time during the Voice Station Mode, you may press the Keypad number (1 to 4) to select another Keypad (except the one you are using!).

Press # to end the Voice Station mode, and return to the previous menu.

Using the keypad, the action of the Voice Station menu is different - it is puts the keypad into a listening mode so that it can be used as a **baby monitor**. Select the other keypad number to listen to. This turns on the microphone on the other keypad so sounds on the keypad can be heard on the first keypad. The MIC red LED on the other keypad will be turned on. The system will remain in intercom mode until the F key is pressed on either keypad or an announcement like "Doorbell" is required, or an alarm occurs which terminates the intercom. This monitor mode is one way only, the originating keypad is unable to talk to the other keypad.

Door Station (6)

If the Door Station is installed, you can access the Door Station even when no one has pressed the doorbell, by pressing 6 for Door Station from the Main Menu. If there is only one Door Station installed, you will hear the Door Station

Press 0 for Door Station
(4 to Open Gate)
(7 to Open Door)
Press # to end

Press 0 will allow you to talk to the visitor on the Door Station. You may even open the door if you have an electric strike installed.

If your system has been configured to allow you to open the door or gate, the menu "4 to open Gate" and/or "7 to open Door " will be heard.

If you have more than 1 Door Station installed (Comfort accepts up to 3) the menu will prompt you:

Select Station 1 to 2 (or 3)

Press 1, 2 or 3 to select the Door Station by number. You will then be connected to the selected Door Station. You can then press 1,2 or 3 to select another Door station and press 4 and/or 7 to open the door(s).

If someone presses the Door Station button in Security Off or Night Mode (when people are at home), all the phones connected to Comfort will ring. You can pick up the phone to talk to the visitor. If there is only 1 Door Station, the menu will be

Press 0 for Door Station
(4 to Open Door)
(7 to Open Door)
Press # to end

If there is more than 1 Door Station you will be asked to select the Door Station as above.

Use the telephone instead of the keypad to talk to the Door Station whenever possible. This is because with the phone, you can talk to the visitor in duplex mode. With the keypad, conversation is in simplex mode, i.e. only one party can talk at one time. You have to press 1 in order to switch the direction of the conversation. The MIC LED indicates whether the keypad or Door Station is in talk mode.

If Comfort is armed to Away or Vacation Mode when the doorbell button is pressed, the home phones will not ring. Comfort makes a call to the programmed phone number, which may be a cellular phone. You can then talk to the visitor from your phone. Your visitor (or burglar scouting the premises) would not know that nobody is at home.

Volume (7)

The menu 7 for Volume allows setting the volume of the voice menu, announcements and messages on each keypad, but does not affect the volume of the Intercom between phone and keypads or Keypad to Door station.

50, Enter new number 0 to 100 and # key

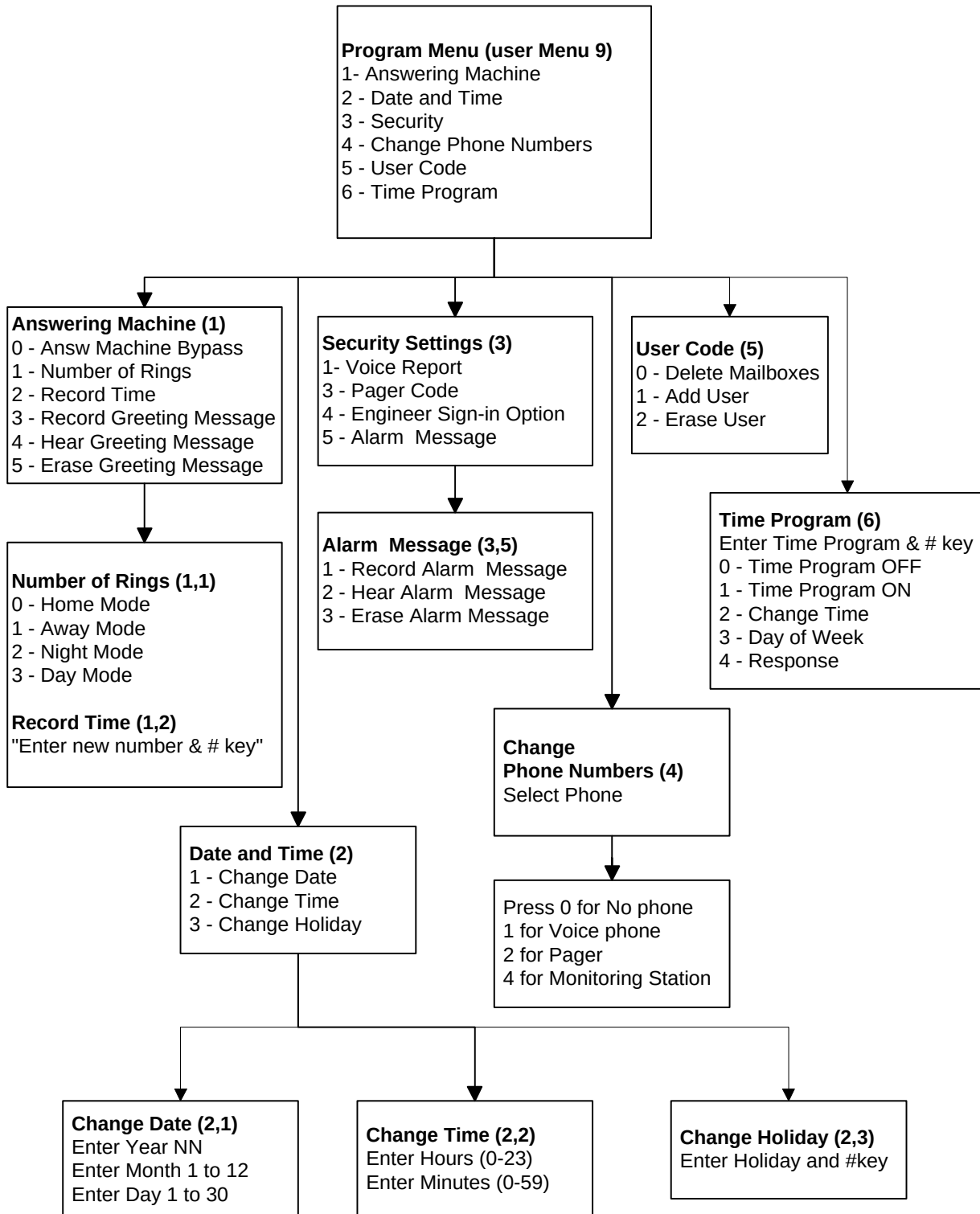
The default value is 50. Enter a new number between 0 to 100. The volume of the voice menu changes immediately. The volume setting is applied to the keypad being used. Each keypad has its own independent volume that can be adjusted in this way.

Try to avoid using the rotary volume control for controlling the volume. Leave the rotary volume control at around 1/3 of the maximum level and use the Volume setting on the keypad to achieve an acceptable volume so that the intercom volume is not affected.

This menu is only heard on the keypad user menu, and not when you access the user menu from a remote or local phone, as it is used for setting the volume at the keypad being used.

The Function key F* is a shortcut to the keypad volume menu, but this depends on how the system is configured by the installer

SECTION 8 PROGRAM MENU REFERENCE



Only the Master code , i.e. user 1 can go into the Program Menu. From the User Menu, press 9 .

Program Mode
Press 1 for Answering Machine
2 for Date and Time
3 for Security
4 to Change Phone Numbers
5 for User Code
6 for Time Program

Answering Machine Settings (1)

Press 0 for Answering Machine Bypass
1 for Number of Rings
2 for Record Time
3 to Record Greeting Message
4 to Hear Greeting Message
5 to Erase Greeting Message

Answering Machine Bypass (0)

Answering Machine Bypass (OFF or ON)
Press 0 for Off, 1 for On

Answering Machine Bypass is a feature that allows external answering machines and Fax machines connected to the telephone line to be bypassed so as to allow users to access Comfort from an outside telephone. When the Answering Machine Bypass option is turned on, call home and hear the telephone ring once, then put down the phone immediately. Call again within 10 to 25 seconds, and Comfort will answer immediately. If a Greeting message is recorded, it will be played, otherwise, "please sign in" will be heard. Program the external answering machine and/or fax to answer before Comfort. You can use this method to access Comfort, bypassing the answer machine/fax.

Number of Rings (1,1)

Press 0 for Security off
1 for Away Mode
2 for Night Mode
3 for Day Mode

In this menu, the number of rings after which the system will answer the call is specified, for each security mode. For double-ring cadences, each double-ring is normally counted as one ring, unless the interval between each double-ring is too long (more than around 0.6 seconds), in which case the double-ring is counted as 2 rings.

When 0 to 3 is pressed to select the security mode, the voice menu says (e.g.)

4 rings, enter new number and # key

Enter the new ring count and #, or just # to leave the number unchanged.

Record Time (1,2)

This menu allows you to set the recording time limit for all the message types; Greeting Message, User name, Incoming Messages, and Reminder messages. Setting a time limits prevents long messages from using up Comforts recording message limit of 10 minutes. Comfort will say the current setting e.g.

60 seconds. enter new number and # key

Enter the new time limit in seconds or just # to leave the value unchanged. The time limit set is common to all messages.

If the recorded message is shorter than the allocated time limit, only the time taken by the actual message will be used up, and not the full time allocated for the message.

Record Greeting Message (1,3)

You may record a greeting message for your callers using this menu. Only one greeting message is kept, so if you record a greeting message, it will be recorded over any existing greeting message. This menu is also available in the User Menu (2 - Messages, 6 -Answering Machine, 4 - Record Greeting Message).

📞 If no Greeting Message is recorded and no mailboxes are set up, the Answering machine will not record messages. The system will answer calls by saying "Please Sign In".

Hear Greeting Message (1,4)

Use this menu to hear the current greeting message, or the one you have just recorded. This menu is also available in the User Menu (2, Messages ..6, Answering Machine.. 5, Hear Greeting Message)

Erase Greeting Message (1,5)

Use this menu to erase the recorded Greeting Message. This is done to disable the Answering Machine. If there is no Greeting Message and no recorded user names, Comfort will answer calls with "Please Sign In"

Change Date and Time (2)

3:34 PM, 1998 February 1, Sunday (e.g.)
Press 1 to Change Date
2 to Change Time
3 for Holiday

Change Date (2,1)

The Voice Menu will prompt you to enter the year, and then the month, and the day. Comfort is Year 2000 Compliant, and will work correctly for dates until Year 9999.

Change year, 1997
Enter new number and # key

Enter the year either as 2 digits e.g. 97, or in 4 digits if the century is changed, e.g. 2001, and press the # key . The voice menu repeats your entry, and says the month, e.g.

Change Month, April
Enter new number and # key

Enter the month, 1 to 12 and the # key. Comfort says the month entered, January to December, and gives the day, i.e.

Change Day, 26
Enter new number and # key

Enter the day 1 to 31 and the # key. Comfort tells the full date entered, e.g.

1996, October 10, Thursday

Change Time (2,2)

Comfort will prompt you to enter the time in the same way as described above, e.g.

Change Hours, 13
Enter new number and # key

Enter the new hours in 24 hour format 0 to 24 and the # key. Comfort repeats the number entered, and asks for the minutes, e.g.

Change Minutes, 25
Enter new number and # key

Enter the new minutes, 0 to 59 and the # key. Comfort says the time entered,

1:25 P.M.

and goes back to the Change Date and Time menu.

Holiday (2,3)

Enter Holiday Number and # key

Up to 24 Holidays may be specified. For each holiday, the month and day are programmed. These holidays are used in Time Programs and Reminder Messages, where the Time program or Reminder Message can be programmed to be activated for any combination of days of week and public holidays.

When the Holiday number (1 to 24) is entered, the voice menu says e.g.

Change Month, January
Enter new number and # key

Enter the new month (1 to 12) and # key, or just # to leave the month unchanged. The voice menu will say the new month e.g.

March
Change Day, 1, enter new number and # key

Enter the new day (1 to 31) and # key, or just # to leave the day unchanged. The system will not allow the entry of an invalid day e.g. April 31 or Feb. 29 for non-leap years

Security Settings (3)

1 for Voice Report
3 for SMS Code
4 for Engineer Sign-in Option
5 for Alarm Message

Voice Report (3,1)

Voice Report
Press 0 for OFF, 1 for ON

This allows the keypad to enable or disable announcements, for example, "Security Off", "Away Mode", "Night Mode", "Front Door" reminder and door chimes. By default, announcements are enabled for all keypads. For bedrooms and especially baby's rooms these announcements are not desirable. Announcements can be disabled at any particular keypad by setting Voice Report OFF. **This operation only affects the keypad which is being programmed.** Hence you need to repeat the operation at all the keypads where announcements are to be disabled.

When Voice Reports are disabled at a keypad, this keypad will not be able to hear another keypad talking in intercom mode. However, you can talk to a keypad with announcements disabled by selecting the keypad, i.e. pressing F8 followed by the keypad number.

SMS Code (3,3)

SMS Code 1234
Enter new number and # key

The SMS code is the 4-digit identification code which is displayed in the message before the alarm type and zone/user number. Enter the new 4 digit code and #, or just # to leave the code unchanged. If you have Comfort installed in your home and office, for example, this code identifies which system generated the message. The SMS code may be replaced by a text description in some systems.

Engineer Sign-in Option (3,4)

This menu determines whether the Engineer Code can be used to sign-in to gain access to the Engineer Menu. If you set this option Off, the Engineer code will not be able to gain access to the system. The Engineer Sign-in Option is disabled automatically whenever the system is armed and at midnight each day as a safety precaution. Your installer may ask you to enable the Engineer Sign-in to allow remote access to your system to check or diagnose the system. Keypad Function 0 may also be programmed to enable Engineer Code.

Engineer Sign-in Option Off (or N)
Press 1 for on, 0 for off

Alarm Message (3,5)

Press 1 to Record Alarm Message
2 to Hear Alarm Message
3 to Erase this (Alarm) message

The Alarm Message is the recorded message which is played during a dialout to the Alarm Message Phone Type. When the call is answered, the Alarm Type and the Alarm message is heard. Press 3 to erase the Alarm Message.

(Alarm Type e.g. "Intruder Alarm", "Fire Alarm", "New Message")
(Recorded Alarm Message e.g.. "Alarm at 102 Philip St., Please contact Mr. Lee at 2351234")
Press 1 to Repeat this Message
Press # to end

Siren Off (3,6)

This turns off the siren without disarming the Security System. Any new trigger from a sensor will reactivate the alarm

Change Phone Numbers (4)

Select Phone

Enter 1 to 8 to select the phone index.

The voice menu says the current setting of the selected phone index, e.g.

Voice Phone 92117893
Press 0 for No Phone
1 for Voice Phone
4 for Monitoring Station

If 1 (voice phone) is selected, the voice menu says

Voice Phone
Enter new number and # key

Enter the new number and #, or just # to leave the number unchanged.

If you make a mistake while entering the phone number, press * or the AWAY key on the keypad to clear and start again.

To enter the * or # keys in a telephone number (which may be needed for calling card access or phone unlocking), press the DAY key on the keypad followed by the desired key.

For example, 1234 <DAY> # 5678 enters 1234#5678, whereas if <DAY> was not used, the # would terminate the key entry. (Applicable to firmware version 4.45 and above)

To enter a pause or delay within a phone number, press the NIGHT key on the keypad followed the pause in seconds. For example, 1234 <NIGHT>35678 will insert a pause of 3 seconds during dialing between the numbers 1234 and 5678. (Applicable to firmware version 4.45 and above)

This submenu does not allow the Monitoring station type or number to be changed.

Monitoring Station Phone Type may not be assigned or changed from this menu. If positions 1 and 2 are not assigned to Monitoring stations, other phone types may be assigned. Phone settings 3 to 8 may be freely assigned to Voice Phone or SMS. Phone settings 1 and 2 form one group for dialing out, while 3 to 8 form another group. In the first group, a kissoff from a Monitoring Station or a valid sign-in from a Voice Phone stops further dial outs to that group. In the second dial out group (3 to 8), a valid sign-in from a Voice phone stops further dial outs to other phones in the group. Acknowledged dial outs to SMS Phone Types do not stop dial outs to other phones, but end dial outs only to that particular number. The sequence of dial outs is from phone 1 to 8. If a

dial out is not acknowledged or if the called number is busy or does not answer, the system dials to the next number in the list, and returns to the failed number in the next cycle.

User Code (5)

**0 to Delete mailboxes
1 to Add User
2 to Erase User**

Delete Mailboxes (5,0)

Delete Mailboxes, Press 1 to confirm

This erases all the user codes, names, reminders, greeting message and messages. After you press 1 to confirm, you will hear "*Mailboxes Erased*" after a few seconds. The User code will be reset to 1234.

Add User (5,1)

Comfort supports up to 16 users, each with their own user code. The first 8 codes have mailboxes for messages, Users 9 to 16 do not have mailboxes to leave messages, but may be allowed to arm and disarm and access other functions according to their programmed authorization level.

When you add a new user, Comfort finds the next available user number (1 to 16), e.g.

New User... 2, Enter New code and # key

Enter a 4 to 6 digit code and #. Comfort asks for confirmation.

Enter the number again. If the number does not match the 1st number entered, Comfort says "wrong code" and repeats

To confirm . enter new code and # key

Comfort takes the last code entered as the new code, and checks that the next code entered matches this. Comfort checks for a match between 2 successive codes before accepting the new code. Comfort then says

Sign-in code OK

Repeat this for the other users to be added, up to a total of 16.

Each user should change his/her sign-in code in his own menu. Each user can record a mailbox name in User Menu (2,6,2). Recording a User name will cause the name to be included in the list if names for an incoming caller to leave messages ,e.g. "Press 1 for Bill, 2 for Hillary,..." If a user has no mailbox name, the caller can still leave a message in the mailbox by pressing the key corresponding to the mailbox number. In this case, only callers who know the users mailbox number will leave messages in the mailbox.

Erase User (5,2)

**Press 1 for (user-name1)
2 for (user-name2)
3 for ...**

Enter the number for the user to be deleted. The sign in code and mailbox messages will be erased. This can be done when the mailbox owner has forgotten his sign-in code. This menu will allow Users 1 to 9 to be deleted. To delete Users 10 to 16, press the * key. The menu will say

Enter User Number and # key

This allows all users 1 to 16 to be deleted.

Time Programs (6)

Time Programs are used to activate programs (or Responses) at a certain time on selected days of the week.

Enter Time Program Number and # key

Enter Time program number 1 to 16.

When a valid Time program is selected, the voice menu says (e.g.)

**Time Program (1 to 16) ON (or OFF)
Monday, Tuesday, Wednesday,
Thursday, Friday, Holiday
11:45 PM, Response 3
Press 1 for ON
0 for OFF
2 to Change Time
3 for Day of Week
4 for Response**

Time Program ON (6,1) and OFF (6,0)

Each Time Program can be turned on or off without affecting the programmed Times, Days of week and Response for that Time Program. This makes it convenient for temporarily turning off a Time Program, for example, when there are guests, to disable the auto-arming program in the evening.

Change Time (6,2)

Change hours, 12, enter new number and # key

Enter new activation time (0 to 24) in 24 hour format and #, or just # to leave the value unchanged. For example, for 2 PM, enter 14#.

**14
Change Minutes, 0, enter new number and # key**

Enter new activation minutes and # key, or just # to leave the value unchanged. The time just entered is the activation time for the Time program, when the Time Program Response will be activated.

Day of Week (6,3)

Select Day of week
Press 1 for Monday
2 for Tuesday
..
8 for Holiday

Press 1 to 8 to select a day of week. Number 8 selects a Holiday, which takes precedence over other days of the week, i.e. if a day is a Holiday and a Monday, the Holiday setting will be in effect.

If 1 for Monday is pressed, the voice menu says (e.g.)

Monday, ON
Press 1 for on, 0 for off

Press 1 to select the day of week to be on, and 0 to select the day to be off. This determines whether the selected Time Program will be activated on that day of week.

The same procedure is repeated for each day of week

Use of Holiday in Time Programs

If a Time Program Day of week is ON for Holidays, it will be active on any of the defined Holidays. The application for this is when things should happen at a different time from normal days, for example when a shop opens later or closes earlier.

Response (6,4)

e.g.

Response 1

The Response number assigned to the Time program is announced. You will not be able to change the Response. This is to protect Comfort from being altered wrongly, which may possibly cause unpredictable behavior. Only the installer with Engineer privileges is able to change the Time program Response.

A value of 0 means that no response will be executed.

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Cytech Technology Pte Ltd. provides a warranty for a period of 24 months from the date of purchase. This warranty covers defects in materials and workmanship under conditions of normal use by the original buyer only. In the case of any breach of such warranty, Cytech Technology Pte Ltd. shall either repair or replace the defective equipment upon return of the equipment to its repair center at the purchasers own expense.

This warranty does not apply to damages incurred in shipping, handling or other causes beyond the control of Cytech Technology Pte. Ltd., including but not limited to: alterations to the product, abuse, improper application, lightning, physical damage, mechanical shock, excessive voltage or extremes in temperature.

While the product is an advanced security and automation system, it does not offer guaranteed protection against burglary, fire or other emergency. Any Intruder alarm system is subject to failure or compromise.

Despite frequent testing and due to but not limited to all or any of the following; disruption in electrical supply or communications, criminal or accidental tampering, it is possible for the system to fail to perform as expected. Cytech Technology Pte Ltd. does not warrant that the product or system may not be compromised, or that it will in all cases prevent loss of property by Burglary, fire or otherwise, nor that it will in all cases give adequate warning or protection. A properly installed and maintained security system may only reduce risk of fire, burglary robbery or otherwise, but it is not a guarantee that these will not occur.

The warranty does not apply to firmware errors or bugs which do not have a serious or critical effect on the performance of the system.

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Document History

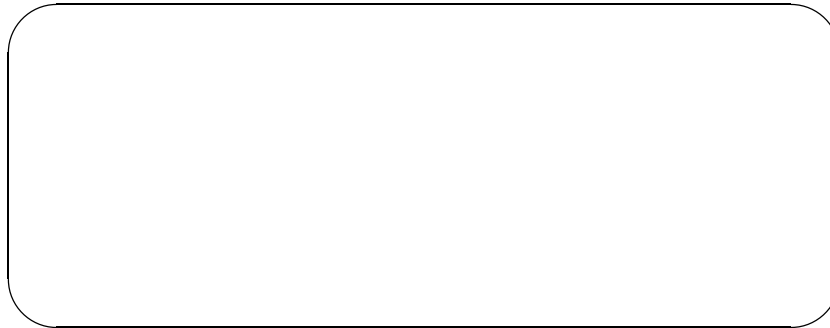
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Split Comfort II User Manual into Quick Start Guide and Comfort II User Reference Manual

Important Note

The printed manual may not always be the most current version. Please check and download the latest version from <http://www.cytech.biz/manuals.html>

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