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## ScadaPhone® General Help / Frequently Asked Questions.

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**In development mode, the alarms tab shows one or more alarms waiting acknowledgement, but when the alarms menu is tested and option #1 is selected (to hear all active alarms), it reports zero alarms.**

The alarms menu reports only the active alarms for the alarm group(s) assigned to the currently logged in user. This is also true when a user calls in..

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**In Runtime mode, when an alarm occurs, the system does not announce the alarms over the speaker before starting to make phone calls.**

Callout actions are controlled not only by the settings in the 'Options | Alarm Announcement' options form settings, but in the 'Alarm Scheduling' section of the Scheduler dialog box. Check the callout schedule for the alarm group that is not operating as expected and change as needed.

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**In Runtime mode, when an alarm occurs, the system announces the alarms over the speaker but never makes phone calls to the contacts.**

Open the scheduler, select the tab for the alarm group that is not working as desired. In the alarm scheduling section select the current schedule name and click the 'Edit' button. Select the color key for the desired action i.e.: 'Announce then call' and set all or part of the grid for this action.

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**Some contacts are not recognized by ScadaPhone® when they answer the callout on the phone. This prevents the system from playing the initial menu.**

This problem is usually caused by a poor phone line connection or a contact that talks in a soft voice. To correct this problem select the 'Window' item from the top menu and 'Audio Analyzer' from the dropdown menu list. In the 'Voice Modem Audio Analyzer' form, decrease the 'Signal Threshold' by one or two percent. The normal setting for this value is 6%.

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**The outgoing volume of the voice files, played to the contacts, are too low.**

With most modems this can be adjusted by selecting 'modem' from the top menu, selecting 'volume' from the top menu in the modem window and adjusting the volume slider. With the MultiTech modem the volume can only be adjusted by increasing the level of all the voice files. This is done by selecting any wave file on the 'Wav Files' tab, clicking on the 'Edit' button, selecting 'Adjust Amplitude' from the top menu in the 'Edit Wav File' form, In the 'Set Amplitude Level' form click the 'All Files' radio button and check both the checkboxes, adjust the 'Adjust Amplitude' slider to a higher percent and click 'OK'.