

APPLICATION NOTE

Frequently asked questions about the Plena Voice Alarm System

Introduction

Although the Plena Voice Alarm Systems is simple and easy in general, still questions may arise. Maybe because of inexperience or maybe because of exploring limits of what the Plena Voice Alarm. In practice often the same questions reoccur. In other cases questions can be foreseen. An attempt was made to put all these questions on paper, so there is no need to ask them anymore. The answers are here already and the questions are listed by symptom.

Message or chime does not sound.

First check if all messages (and wave files) were downloaded using the option *Upload messages and configuration*. You should do this when ANY message or wave file is changed. If this is omitted even messages that are unchanged may stop working.

Some wave files are known to contain a proprietary block of data which cannot be interpreted by the Plena Voice Alarm Controller. This block of data is called a PAD chunk. This PAD chunk can easily be removed by first loading the wave file into Audacity and then saving it again without modifying. Audacity will save it without the PAD chunk. Audacity is a free software tool that is included on the Plena Voice Alarm CD.

No Pilot Tone detected on EOL board.

The EOL board only works on a 2-channel system. Pilot tone detection will also fail in a Controller zone when BGM is selected and BGM is attenuated more than -9 dB with the rotary volume control. Also when a call is going on the pilot tone will be absent on zones without call and BGM. Fault detection on the Plena Voice Alarm System will ignore this if properly configured.

No Pilot tone detected on Power Amplifier.

This may happen when the 100V slave input is used and the 0V and 100V connections are swapped.

Another possibility is when the 100V slave input is used and no Call or BGM is present on the 100V input (from the 100V A or B line). When you want to use pilot tone supervision be sure to use 2-channel mode and define the fault trigger input as EOL supervision input.

No BGM on the Router.

Please be aware that the 70V terminal of the Booster 1 Input should be connected to the 70V output of the Power Amplifier. If this omitted there will not be BGM on the zones of the Router.

No BGM on Controller or Router.

This can happen when there is an amplifier failure, for instance in a 1-channel system without using a spare amplifier. If supervision of the spare amplifier is nevertheless enabled a fault is detected and BGM will be disabled. Check for the amplifier fault and rectify the problem, for instance by correcting the configuration or replacing the defective unit.

No sound coming from the Router.

Please check, if you are using an LBB1938/x0 amplifier, if the Line signal is connected to the Program Input. If the line signal is connected to the Priority Input instead of the Program Input there will be no output signal on the amplifier's loudspeaker output.

Volume override only working for EMG, not for business calls (or similar problems).

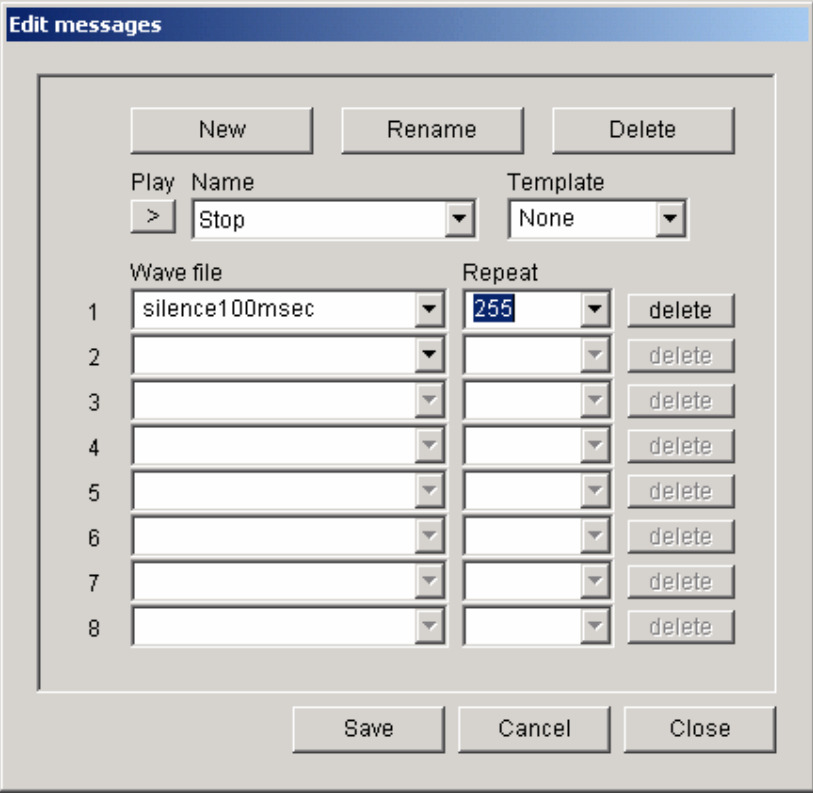
Confusion can arise in 2-channel operation. In contradiction to what one would expect volume override will be active in zones without BGM when no call is active. This is sometimes wrongly interpreted mixing up fail-safe override and power saving override.

False Ground Short fault.

Please check if the 0V and 100V connections are swapped? Swapping these could cause a false ground short fault appearing and disappearing at unpredictable moments and events.

Start/Stop function on Trigger Inputs.

This is a functionality which is not really intended at the moment, but may be desired by the user. Program a message which consists of a silent wave file, with the maximum repeat of 255. Name it Stop.



	Wave file	Repeat	
1	silence100msec	255	delete
2			delete
3			delete
4			delete
5			delete
6			delete
7			delete
8			delete

Since the Start action on the trigger input needs to be latched the *Trigger Type* under *Action Programming>Controller>EMG Trigger / Fault Detector* should be set to *Toggle*. Configure the alarm message for the Trigger Input which you want to be used for the Start function. Configure the silent message named *Stop* for the Trigger Input you want to use for the Stop function. Select *All Zones* for its Zone Selection. The priority must be higher than the priority of the Trigger Inputs used for Start.

Action programming

Unit:

Front panel		EMG Trigger / Fault detector	Business trigger	Mic / Line input
Message	Fault	Message	Select Zone	Priority
1	☐	Alarm Message	Controller Output Z1	9
2	☐	Stop	All Zones	14
3	☐	None	None	9
4	☐	None	None	9
5	☐	None	None	9
6	☐	None	None	9
Message Repeat		Action	Type	Pre EMG message announcement
Continuous		Close	Toggle	None

Save Cancel Close

When the alarm is stopped with the Trigger Input Stop all zones will be silent but the system will still be in Emergency State. The end user then needs to press Emergency Acknowledge and Emergency Reset to terminate this Emergency State.

Processor Reset.

This fault can occur when the Service DIP Switches are left in the wrong position. This frequently occurs when people have downloaded new firmware. The correct positions should be SEL0 and SEL1 to on, and Enable Firmware Download to off.

The fault indication for Processor Reset cannot be disabled, neither in the configuration nor with the dipswitch Supervision at the back of the Controller.

USB port not connected.

This error message can occur when the Configuration Software is just installed. Although there is no such instruction displayed during installation it is recommended that your PC is rebooted after installing the Configuration Software.

This problem could also occur when the Service DIP Switches are in the wrong position. A more common problem in such a case is a Processor Reset Fault. However if fault supervision is disabled this fault indication will not occur and *USB port not connected* could occur. Please refer to the section Processor Reset for more information.

Data fault during configuration upload.

This fault occurs when the Configuration Software you are using and the Firmware on the Controller to which you are uploading have a different incompatible version.

A click sounds through the loudspeakers at regular intervals.

In a very silent environment like meeting rooms and offices, especially when they are abandoned, a small click can be heard at the start and end of an impedance measurement. This click is simply caused by the 20 kHz pilot tone being switched on and off. The level of the click is small, but also depends on cable parameters, loudspeaker characteristics and load. If the click, no matter how weak it is, is unacceptable then end of line supervision using the EOL board should be considered instead of impedance supervision.

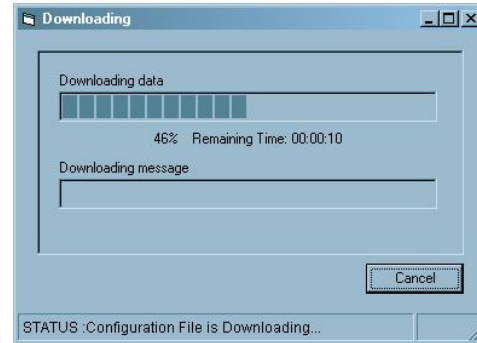
Password not working.

A fault message, like indicated below, occurs when data used by the Configuration Software is corrupted. It sometime happens after a software upgrade or when different versions of the Configuration Software have been installed on your PC.

To fix it uninstall all versions of Configuration Software and (only) reinstall the version you will use.

Configuration download fails.

When the configuration download fails and the message in the window on the right changes to *STATUS: Downloading data failed* there is a wave file in the configuration with misinterpreted data. The file might be created with Audacity. Files created with R8brain do not suffer from this.

**Can't retrieve the original wave files with the configuration download.**

Please note that the names of wave files, messages, message templates, zones and zone groups are not stored in the Controller and therefore cannot be retrieved. However all data is still there in the right place leaving a correctly functioning configuration. The names taken are default names followed by an incremental number. The default names are listed below:

Label or file type	Default name
Wave file	Wave#.wav
Message name	Message #
Template name	Template #
Controller Zone	Controller Output Z#
Router Zone	Router # Output Z#
Zone Group	Group #

The wave files will be stored in the folder *C:\Program Files\Bosch\Plena Voice Alarm System\Configuration\Sounds\Backup*.