# 81-IN5240-04164 Controller

# **VLC485**

**REVISION DATE: March 16, 2004** 

#### A NOTE BEFORE BEGINNING

Each camera controlled by the VLC485 must have a unique address. The default address for most cameras is "1". See the instructions for your camera for steps to change the address.

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## 1.1 GENERAL DESCRIPTION

The VLC485 is a pan/tilt controller that ties together the major elements of an integrated system and provides a single human interface for the system. As such, the VLC485 can control pan/tilt units, interface to multiplexers, and communicate with a personal computer for computer-controlled operation.

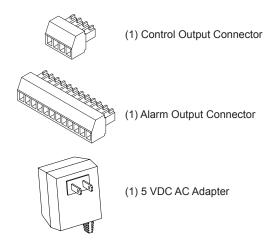
The LCD is used to display current status as well as to provide a menu system for setting operational parameters.

The VLC485 is designed for desktop operation; all connectors are located in the rear of the unit so that all cables can be routed from the back of the unit.

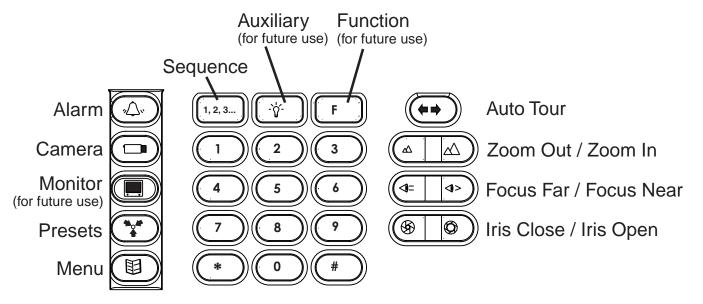
#### 1.2 SPECIFICATIONS

Power Source	5v DC 250 ma.
Data Connections	4-pin compression connector: RS485/422 Pan/Tilt control network. 9-pin d-sub connector: RS232 multiplexer port. 9-pin d-sub connector: RS232 external serial communications port.
Pan/Tilt Control	Maximum number of pan/tilts: 99. Protocols: Videolarm, Sensormatic, Pelco, and Kalatel. Manual control: pan, tilt via joystick. Speed: Variable. Presets: go to, set, clear. Autotour (Videolarm protocol): on, off, set dwell, set speed.
Camera Control	Manual control: Zoom, focus, iris. Auto: focus, iris (where supported by camera).
Multiplexer Control	Protocols: TBD. Number of channels: up to 32.
Alarms	Eight external alarm inputs and one relay contact alarm output.
Configuration	Menu driven, access controlled by optional passcode.
Display	LCD, 20 character x 2 lines.
External Serial Communications Port	9600 baud, 8 bits, 1 start, 1stop, no parity Protocols: Videolarm.
Operating Environment	Temperature: 0° C – 50° C. Humidity: 90% maximum (non- condensing). Altitude: 10,000 ft. maximum.

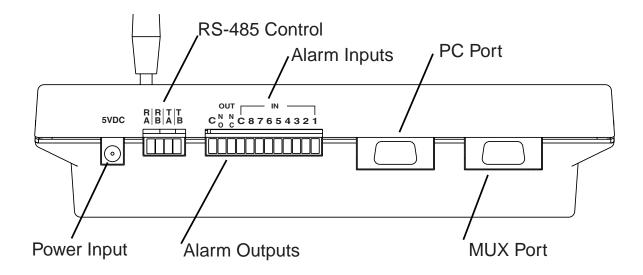
# 1.3 INCLUDED ACCESSORIES



## 1.4 LOCATION AND DESCRIPTION OF CONTROLS



# 1.5 LOCATION OF INPUT/OUTPUT CONNECTORS



#### 1.6 CONNECTIONS

There are five connectors on the VLC485 Controller. These connectors are a 9-pin connector for RS232 connections to a PC, a 9-pin connector for RS232 connections to an external device, a 4-pin compression connector for the RS485/422 pan/tilt network, and a 9-pin terminal for alarm inputs. The RS232 ports are configured as data communication equipment (DCE) ports.

#### 1. Multiplexer Connector: (Not Supplied)

Pin	DCE Function
1	
2	Transmit data (to main multiplexer)
3	Receive data (from main multiplexer)
4	
5	Signal Ground
6	
7	
8	Signal Ground
9	Transmit data (to expansion multiplexer)

## 2. PC Connector: (Not Supplied)

Pin	DCE Function
1	
2	Transmit (to PC)
3	Receive (from PC)
4	
5	Signal Ground
6	
7	
8	
9	

### 3. Multiplexer Connector: (Included)

·	- "		
Pin	Function		
1	Alarm 1 input		
2	Alarm 2 input		
3	Alarm 3 input		
4	Alarm 4 input		
5	Alarm 5 input		
6	Alarm 6 input		
7	Alarm 7 input		
8	Alarm 8 input		
9	Alarm Common		
10	Alarm Output NO Contact		
11	Alarm Output NO Contact		
12	Alarm Output Common		

# 4. Pan/Tilt Network Connector: (Included)

Pin	Function
1	TXA to pan/tilts
2	TXB to pan/tilts
3	RXA from pan/tilts
4	RXB from pan/tilts

# 5. Power 5VDC: (Included)

1	Center Contact	+ (Plus)
2	Outside Contact	- (Minus)

#### 2.0 CONTROL OF THE BASIC FUNCTIONS

#### 2.1 CAMERA SELECTION



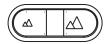
In order to view or control a camera and the pan/tilt, the camera must be selected. To do this, enter the camera number using the keypad and press the **CAMERA** button. The LCD should show the following:

CAM 01	

#### 2.2 PAN/TILT MOVEMENT

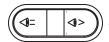
Pan/tilt movement is controlled by the joystick. If the selected pan/tilt supports variable speed operation the speed of the pan/tilt will be increased as the joystick is moved away from the center position.

## 2.3 CAMERA ZOOM/FOCUS/IRIS FUNCTIONS

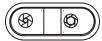


Use the **ZOOM OUT/ZOOM IN** key to operate the zoom function of a selected camera.

**NOTE:** Whenever the camera zoom is changed, the controller places the camera into auto focus and auto iris mode if these modes are available.



If you want to focus a camera manually press the **FOCUS FAR/FOCUS NEAR** keys.



The IRIS CLOSED/IRIS OPEN keys will allow you to change the iris setting of a camera.

NOTE: Some cameras provide continuous iris function as the keys are held down; others may require repetitive key presses.

# 2.4 PRESETS



For pan/tilts that support presets, up to 99 can be programmed on the VLC485. To LOCKOUT presets, see Menu Section, Item 3.3.

### TO SET A PRESET:

CAM 01	Select a camera and position it to the desired location.
CAM 01 07	Enter the preset number (1 - 99) on the keyboard.
CAM 01 PRESET 07	Press the <b>POUND (#)</b> key, then press the PRESETS key.

For errors or to change the preset number repeat the procedure.

TO GO TO A PRESET: Select the camera as noted above. Enter the preset number. Press the **PRESET** button and the camera will go to the preset location. The LCD will show the camera number and preset number as shown above.

TO CLEAR A SINGLE PRESET: Select the camera as noted above. Enter the preset number, press the **STAR** (\*) key, then press the **PRESET** button.

TO CLEAR ALL PRESETS: Select the camera as noted above. Press the **STAR** (\*) key, then press the **PRESET** button. A "?" will appear. Press PRESET again and all presets for that camera will be cleared. To cancel this function, press the **STAR** (\*) key.

## 2.5 AUTO TOUR



The VLC485 can accommodate pan/tilts that support Auto tour functions. To start a pan/tilt on an Autotour, press the **AUTO TOUR** button. (For Pelco Protocols enter the pattern before pressing Auto Tour)

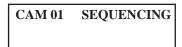
CAM 01 AUTO

To stop the Auto tour move the joystick. To SET AUTO TOUR DWELL, see Menu Section, Item 3.4.

# 2.6 SEQUENCING



In conjunction with a multiplexer the VLC485 will sequence through a predetermined list of up to 16 cameras. To start sequencing press the **SEQUENCE** button. The camera number will show the currently active camera in the sequence and a camera select command for the camera will be sent to the multiplexer.

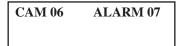


To stop the sequence, press the **SEQUENCE** button or move the joystick. For SEQUENCING OPTIONS, see Menu Section, Item 3.6.

## 2.7 ALARMS



Up to 8 alarms can be programmed into the VLC485. When an alarm occurs, the ALARM message shows in the display window.



The VLC485 sends a command to that camera telling it to go to the preset point. When an alarm occurs at that position, the VLC485 will display that camera and alarm. A beep also sounds from the unit.

To clear an alarm, press the ALARM button.

#### 3.0 CONTROL OF THE MENU ITEMS

# 3.1 CAMERA SELECTION



Additional functions are available through the menu on the VLC485. To access the menu, press the **MENU** button.

To scroll through the various menu items press the **STAR** (#) key on the key pad. When you're finished with your selections and want to leave menu mode, simply press the **MENU** button again.

Access to the menu can be protected with a 4-digit password. See 3.9 PASSCODE to enable the password function.

Here are the selectable settings in the menu mode:

- 1) Dome Type Selection
- 2) Multiplexer Selection
- 3) Preset Enable
- 4) Autotour Dwell (Available for Videolarm and Kalatel)
- 5) Set Beep
- 6) Sequence of Camera (when used with a multiplexer)
- 7) Sequence Dwell
- 8) Alarm Set
- 9) Master Unit (See page 8)
- 9) Pass Code Enable

#### 3.1 DOME TYPE SELECTION

Videolarm designed the VLC485 to support RS485/422 control protocols from a number of manufacturers. Dome type selection is independent of the camera position, which means that you can build a system using multiple dome types.

# TO CHANGE CAMERA PROTOCOL:

CAM 04

Select a camera.



Press the **MENU** button. Enter password if necessary.

DOME TYPE VIDEOLARM The current pan/tilt type will display. To select a different type press the **STAR** (\*) key until the desired type is displayed.

DOME TYPE SENSORMATIC Press the **POUND** (#) key to enter the selection. Press **MENU** to exit the menu mode.

#### 3.2 MULTIPLEXER SELECTION

The VLC485 can also support multiplexers from a number of manufacturers to allow the unit to control even more cameras.

#### TO SELECT A MULTIPLEXER TYPE:



Press the **MENU** button. Enter password if necessary.

MUX TYPE ATV Use the **POUND** (#) key to scroll to the Multiplexer Type. The current type will be displayed.

DOME TYPE HITRON Press the STAR (\*) key until the desired type is displayed. Press the POUND (#) key to select. Press MENU to exit the menu mode

The VLC485 can connect to one main multiplexer and an additional expansion multiplexer if this feature is supported by the multiplexer. The main multiplexer is used to handle camera numbers 1 through 16 while the expansion multiplexer is used to handle camera numbers 17 through 32.

### 3.3 PRESET LOCKOUT

# TO LOCKOUT THE ABILITY TO SET OR CLEAR PRESETS:



Press the **MENU** button. Enter password if necessary.

PRESET ENABLE
YES

Use the **POUND** (#) key to scroll to Preset Enable. The current setting will be displayed.

PRESET ENABLE NO

Press the STAR (\*) key to change the setting. Press the POUND (#) key to select. Press MENU to exit the menu mode.

Auto tour Dwell defines how long the pan/tilt will stay at each preset in the auto tour. This parameter is preset in the pan/tilt, but the VLC485 allows you to override that setting via the menu if this feature is supported by the pan/tilt. A range from 3 to 99 seconds can be set.



Press the **MENU** button. Enter password if necessary.

SET AUTOTOUR DWELL:

Use the **POUND** (#) key to scroll to Set Auto tour Dwell mode.

SET AUTOTOUR DWELL: 30

Use the keypad to enter the desired dwell time. Press the **POUND (#)** key to select. Press **MENU** to exit the menu mode.

#### 3.5 BEEP ENABLE

Also, if enabled, a brief beep will sound when each button is pressed. To prevent damage to the joy stick, a beep sound is activated whenever the joystick is at its maximum position. This function can be disabled in the Menu Mode.



Press the **MENU** button. Enter password if necessary.

BEEP ENABLE YES Use the **POUND** (#) key to scroll to Beep Enable. The current setting will be displayed.

BEEP ENABLE NO Press the STAR (\*) key to change the setting. Press the POUND (#) key to select. Press MENU to exit the menu mode.

## 3.6 SEQUENCING

Sequencing allows you to view up to 16 cameras in a specific order. The sequence can be set and reviewed and cameras can be added or subtracted using the Menu Mode.



Press the **MENU** button. Enter password if necessary.

**SEQUENCE - ADD CAM: 05** 

Use the **POUND** (#) key to scroll to Sequence. If a sequence is already set the first camera in the sequence will be displayed.

#### 3.6.1 TO REVIEW A SEQUENCE



Press the **MENU** button. Enter password if necessary. Use the **POUND** (#) key to scroll to Sequence.



You can review the existing sequence by pressing the **SEQUENCE** button. Each time you press it the next camera will be displayed. When a blank appears, that will be the end of the sequence.

#### 3.6.2 TO ADD A CAMERA TO A SEQUENCE

A sequence may contain up to 16 camera entries. If you have not filled a sequence and would like to add cameras to it, do the following.



Press the **MENU** button. Enter password if necessary. Use the **POUND** (#) key to scroll to Sequence.

**SEQUENCE - ADD CAM:** 

A blank space will appear after the last camera of the current sequence.

SEQUENCE - ADD CAM: 21 To add a camera to the existing sequence enter the camera number on the key pad.



Press the STAR (\*) key, then press the SEQUENCE button. At that point another blank space will appear. You may add another camera to the sequence at this time (up to a total of 16), or press the SEQUENCE button again to review your entries.

#### 3.6.3 TO CHANGE A CAMERA IN A SEQUENCE

You may change any entry in a sequence at any time. Remember that these changes overwrite your existing sequence.



Press the **MENU** button. Enter password if necessary. Use the **POUND** (#) key to scroll to Sequence.



SEQUENCE - ADD CAM: 17

Usiing the **SEQUENCE** button, scroll through the sequence until you reach the camera you want to change.

**SEQUENCE - ADD CAM: 08** 

Using the keypad, enter the number of the camera you want to use.



Press the STAR (\*) key, then press the SEQUENCE button. The number of the next camerea in the sequence will appear. Press the SEQUENCE button again to continue to review your entries.

#### 3.6.4 TO CLEAR THE SEQUENCE



Press the **MENU** button. Enter password if necessary. Use the **POUND** (#) key to scroll to Sequence.

**SEQUENCE - ADD CAM:** 

Using the key pad, enter 00. Press the **STAR** (\*) key, then press the **SEQUENCE** button. The sequence will be blank.

#### 3.7 SEQUENCE DWELL

The sequence dwell interval defines how long the camera will stay active in the sequence. The factory default dwell time is 3 seconds, but this may be changed to any time between 1 and 99 seconds.



Press the **MENU** button. Enter password if necessary.

SET SEQUENCE DWELL: 03

Use the **POUND** (#) key to scroll to Set Sequence Dwell. The current dwell time will be displayed.

SET SEQUENCE DWELL: 03

Using the key pad, enter the new dwell time. Press the **STAR** (\*) key to set the time. Press **MENU** to exit the menu mode.

#### 3.8 CONTROLLER ALARMS

The VLC485 responds to alarms from its alarm inputs. When an alarm occurs, a "go to preset" command will be sent to a predetermined pan/tilt. For example, alarm 3 may select preset 23 of camera 7 to be displayed. The preset number and pan/tilt number are preselected by using the alarm setup function.



Press the **MENU** button. Enter password if necessary.

ALARM 1 CAM 01 PRESET 03 To set up an alarm, enter the menu mode and scroll down to the "ALARM:" entry. Press the

STAR (\*) button to scroll to the desired alarm number. The display will show the camera number and preset associated with the alarm. Use the keypad to enter or change the camera number and press the CAMERA button. Use the keypad to enter or change the preset number and press the PRESET button. Press STAR (\*) to select another alarm, or exit the menu by pressing the MENU button.

CAM 03 ALARM 1

When an alarm occurs, **ALARM** appears onscreen. The alarm message can only be cleared by pressing the **ALARM** button.

# 3.9 PASSCODE ENABLE/SET/CHANGE

You can protect your controller from unauthorized alterations by enabling the passcode function. This means that the menu cannot be accessed without the proper 4-digit. The VLC485 is factory set with PASSCODE disabled. To enable and set the passcode:



Press the **MENU** button.

PASSCODE ENABLE: NO Use the **POUND** (#) key to scroll to Passcode Enable.

PASSCODE ENABLE: YES

Press **STAR** (\*) to toggle between YES to enable and NO to disable. Pressthe **POUND** (#) key to enable the selection.

SET PASSCODE: 1234

On selecting YES, the default passcode will display. Change by entering a new 4-digit code

on the key pad. Press **STAR** (\*), **POUND** (#) or the **MENU** button to enable the passcode and automatically exit the menu mode.

#### 4.0 PC PORT

The VLC485 uses the PC port to communicate with the serial communications port of a PC or modem. The PC or other connected device uses a protocol to control either the VLC485 or other devices connected to the VLC485, such as the pan/tilt units. In addition, all controller activities, including joystick movements, are transmitted to the PC port. This enables the controller to become a "peripheral" to a PC and act as the man/machine interface for a system. Following are the VLC485 protocols.

#### 4.1 PC PORT COMMANDS

VLC485 RS232 COMMUNICATION PROTOCOL (NOTE: This applies to software version 2.50 and later)

These messages are used to send and receive control messages from the PC.

#### 4.2 GENERAL COMMAND MESSAGE FORMAT

Data is transmitted at 9600 baud, 1 start bit, 1 stop bit, 8 data bits (lsb first), no parity.

BYTE	DATA	DESCRIPTION	
1	0x7e	Start character "~"	
2 - n	Data	All data characters	
		are 8-bit characters	
n+1	0x0d	"Carriage return" character	
n+2	0x0a	"Line feed" character	

#### 4.3 MOTION COMMAND MESSAGES

These commands control the basic motion of the pan/tilt platform and the lens movement of the camera system. The messages all comprise 5 bytes; the Data is contained in bytes 2 and 3 as described in the following table. Messages that are transmitted from the controller are indicated by a "T" in the direction column, D; messages that are received and processed by the controller are indicated by a "R" in the direction column.

FUNCTION	D	BYTE #2	BYTE #3	DESCRIPTION
Pan left at	T/R	"1"	"0" - "?"	Pan left at speed index
speed "x"				0 - 15
Pan right at	T/R	"r"	"0" - "?"	Pan right at speed
speed "x"				index 0 - 15
Pan stop	T/R	"P"	"S"	
Tilt up at	T/R	"u"	"0" - "?"	Tilt up at speed index
speed "x"				0 - 15
Tilt down at	T/R	"d"	"0" - "?"	Tilt down at speed
speed "x"				index 0 - 15
Tilt stop	T/R	"T"	"S"	
Zoom in	T/R	"Z"	" "	
Zoom out	T/R	"Z"	"O"	Zoom in (Telephoto)
Zoom stop	T/R	"Z"	"S"	Zoom out (Wide angle)
Focus near	T/R	"F"	"N"	
Focus far	T/R	"F"	"F"	Focus on nearby
Focus stop	T/R	"F"	"S"	objects
Iris open	T/R	" "	"O"	Focus on distant object
Iris close	T/R	" "	"C"	
Iris stop	T/R	" "	"S"	

#### 4.4 PRESET AND DOME PARAMETER MESSAGES

These commands control the position presets and some of the operational parameters of the pan/tilt platform. These messages all comprise 5 bytes; the Data is contained in bytes 2 and 3 as described in the following table. Messages that are transmitted from the controller are indicated by a "T" in the direction column, D; messages that are received and processed by the controller are indicated by an "R" in the direction column.

FUNCTION	D	BYTE #2	BYTE #3	DESCRIPTION
Goto preset	T/R	"H"	0x01 -	Goto preset position
position pre-			0x3f	
sets 1 - 63				
Store preset	T/R	"P"	0x01 -	Store preset position
position pre-			0x3f	
sets 1 - 63				
Clear pre-	T/R	"P"	"C"	Clears all presets from
sets				memory
Toggle auto	T/R	"L"	"a"	Toggles autotour opera-
tour				tion on and off
Set dwell	T/R	"t"	"0" - "9"	Set dwell time in auto-
time				tour mode to 1 - 10 sec-
				onds

#### 4.5 CONTROLLER PARAMETER MESSAGES

These messages contain information about the controller status. These messages all comprise 5 bytes; the Data is contained in bytes 2 and 3 as described in the following table. Messages that are transmitted from the controller are indicated by a "T" in the direction column, D; messages that are received and processed by the controller are indicated by a "R" in the direction column.

FUNCTION	D	BYTE #2	BYTE #3	DESCRIPTION
Camera	T/R	"C"	0x01 -	Current camera
select			0x63	number
Monitor	T/R	"M"	0x01 -	Current monitor
select			0x63	number
Sequence	Т	"S"	0x00	Sequence off
status				
Sequence	Т	"S"	0x01	Sequence on
status				
Alarm active	Т	"A"	0x01 -	Active alarm number.
			0x0a	Alarm has been
				detected on alarm input
Alarm kill	T/R	"A"	"K"	Acknowledge all alarms
Aux function	Т	"X"	0x01 -	Toggles aux 1 output
aux01 -			0x6c	
aux99				
Information	Т	"B"	"B"	Information key
key				pressed
Menu active	Т	"M"	"A"	Contoller is in the menu
				mode
Menu inac-	Т	"M"	" "	Controller is not in the
tive				menu mode

## 4.6 CUSTOM CONTROLLER LCD MESSAGES

If needed, you can write custom messages from your PC for display on the VLC485. Any information goes only to the controller LCD.

#### LCD CAPTURE MESSAGE

The display character string message will override any messages displaying on the VLC485, in essence "capturing" the display.

BYTE	DATA	DESCRIPTION
1	"~"	Start character
2	"D"	"D" indicates a character string is to
		be displayed
3	"0" or "1"	This is the LCD line number, either
		0 or 1
4 - 23	ASCII characters	This is the message string to be
		displayed
24	0x0d	"Carriage return" character
25	0x0a	"Line feed" character (optional,
		ignored)

## LCD RELEASE MESSAGE

The display release message will clear the LCD display and allow its use by the VLC485.

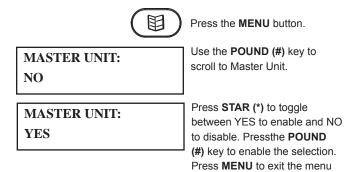
BYTE	DATA	DESCRIPTION
1	"~"	Start character
2	"D"	
3	"R"	
4	0x0d	"Carriage return" character
5	0x0a	"Line feed" character (optional,
		ignored)

A message sent to the VLC485 can be cleared at the controller by pressing the **Information** button.



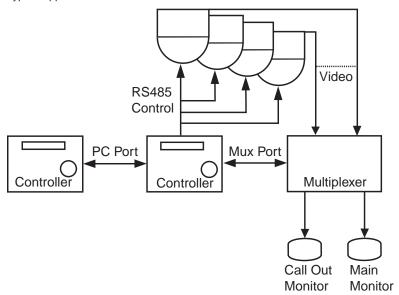
## 5.0 MASTER UNIT FUNCTION

The VLC485 can be used in as a stand-alone unit or as part of a system. As part of a system, the unit may be used with another VLC485 or with a PC. The function is enabled through the menu.



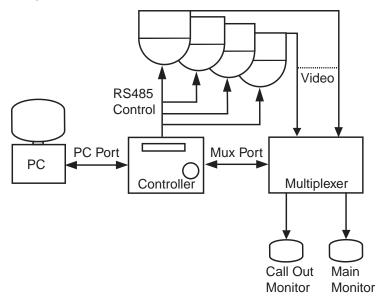
Below are diagrams for these types of systems.

## Typical application



mode.

## PC System



#### **IMPORTANT SAFEGUARDS**

- 1. **Read Instructions -** All the safety and operating instructions should be read before the unit is operated.
- Retain Instructions The safety and operating instructions should be retained for future reference.
- Heed Warnings All warnings on the unit and in the operating instructions should be adhered to.
- Follow Instructions All operating and user instructions should be followed.
- Electrical Connections Only a qualified electrician should make electrical connections.
- Attachments Do not use attachments not recommended by the product manufacturer as they may cause hazards.
- Cable Runs All cable runs must be within permissible distance
- 8. Mounting This unit must be properly and securely mounted to a supporting structure capable of sustaining the weight of the unit. Accordingly:
  - a. The installation should be made by a qualified installer.
  - b. The installation should be in compliance with local codes.
  - c. Care should be exercised to select suitable hardware to install the unit, taking into account both the composition of the mounting surface and the weight of the unit. Be sure to periodically examine the unit and the supporting structure to make sure that the integrity of the installation is intact. Failure to comply with the foregoing could result in the unit separating from the support structure and falling, with resultant damages or injury to anyone or anything struck by the falling unit.

## ONE-YEAR LIMITED WARRANTY

Videolarm, Incorporated warrants that products sold hereunder shall be fit for the ordinary purpose for which said products are intended and shall be free from defects in material and workmanship for a period of one year from date of sale to buyer. Note that all electrical components will be warranted for a period of 1 year from date of sale to buyer. Videolarm makes no other warranty of any kind with respect to this product, whether expressed or implied, including, without limitation, the implied warranty of fitness for a particular purpose.

In the event of a breach of the above warranty, Videolarm shall, at its option, repair or replace said product. This is Videolarm's sole obligation under this warranty. In no event shall Videolarm be liable for any incidental or consequential damages, as defined in section 2-715 of the Uniform Commercial Code by a breach of this warranty.

Videolarm shall repair or replace defective products upon shipment of products prepaid to Videolarm, Inc., 2525 Park Central Blvd., Decatur, GA 30035.

Repairs made necessary by reason of accident, misuse or normal wear shall be charged at Videolarm's standard rate. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### **SAFETY PRECAUTIONS**







CAUTION: TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT OPEN COVER. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL



The lightning flash with an arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

#### **UNPACKING**

Unpack carefully. Electronic components can be damaged if improperly handled or dropped. If an item appears to have been damaged in shipment, replace it properly in its carton and notify the shipper.

#### Be sure to save:

- The shipping carton and packaging material. They are the safest material in which to make future shipments of the equipment
- 2. These Installation and Operating Instructions.

#### **SERVICE**

If the unit ever needs repair service, the customer should contact Videolarm (1-800-554-1124) for authorization to return and shipping instructions.

#### **TECHNICAL SUPPORT**

If technical support is needed, Videolarm has set-up a 24 hour technical support line for their customers.

# **24 HOUR TECHNICAL SUPPORT**

1-800-554-1124