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Dealer Open Voice Inbound (VRT) Instructions

Open Voice Inbound allows inbound calls to an automated voice response system. Dealers and technicians can place accounts on/off test and access customer activity log to hear alarms and signals received on an account.

Access Customer Information

1. Call 763-477-3661
2. Enter User ID followed by #
3. Enter Password followed by #
4. To enter prefix:
 - a. Enter * followed by number for that letter and then number for the position the letter is on that key followed by #. Example: *21 =A, *22 = B, or *33=F, etc.
5. To enter Transmitter ID:
 - b. Enter numbers followed by #





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Menu Options

1. On-Test Status
2. Put whole system on-test
 - a. Enter # of minutes to put system on test followed by #
 - b. Press 1 for yes
 - c. Press 2 for no
3. Put system components on-test
 - a. Enter area followed by #
 - b. Enter zone followed by #
 - c. Enter minutes follow by #
 - d. Press 1 for yes
 - e. Press 2 for no
4. Take components off-test
 - a. Press 1 to take off test
 - b. Press 2 for next
 - c. Press 3 to return to previous menu
5. On-test detail status
 - a. Press 1 for next
 - b. Press 2 to return to previous menu
6. Select customer activity log
 - a. Enter minutes ago for selection followed by #
 - i. Press 1 for next
 - ii. Press 2 to return to previous menu
7. Previous menu
8. Hang-up



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HOURS	MINUTES	HOURS	MINUTES
1	60	13	780
2	120	14	840
3	180	15	900
4	240	16	960
5	300	17	1020
6	360	18	1080
7	420	19	1140
8	480	20	1200
9	540	21	1260
10	600	22	1320
11	660	23	1380
12	720	24	1440