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Introduction

About the Alarm System

Your intruder alarm system uses state-of-the-art electronics to provide comprehensive and flexible protection for domestic or commercial premises. The system comprises several components, such as keypads and sensors, linked to a control unit.

This guide describes how to set, unset and reset your alarm system.

To ensure problem-free operation, discuss the system with your alarm company or system manager before operating it.

User Codes and Proximity Tags

Before you can set, unset or reset the alarm system, you must enter your unique user code or present your proximity tag (if used) to the keypad. The user code may be 4 or 6 digits, depending on how your system is set up¹.

¹ Engineer option 47

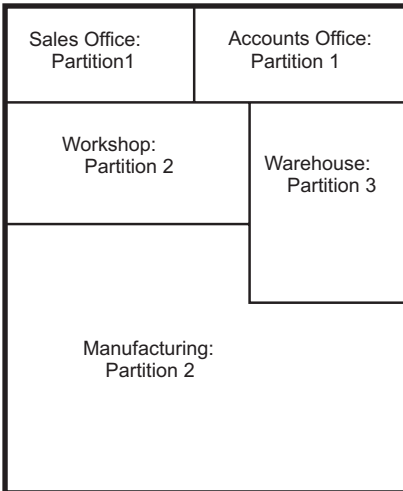
About Zones and Partitions

Zones

Your alarm system has a number of “zones”. Each zone is a detection device, such as a movement sensor or magnetic contact, that is monitored by your alarm system. Each zone has a unique 4-digit number and an optional description of up to 16 characters to identify it.

Your alarm company has configured each zone to respond in a certain way when it is activated, depending whether the system is set or unset. For example, a zone that uses a Passive Infra-Red (PIR) detector may cause a full alarm when triggered when the alarm system is set.

Partitions



Zones are grouped into partitions, which can be set and unset independently. Each partition can consist of one or more zones.

Users may be given access to all partitions or to selected partitions. You can set and unset only the partitions to which you have access.

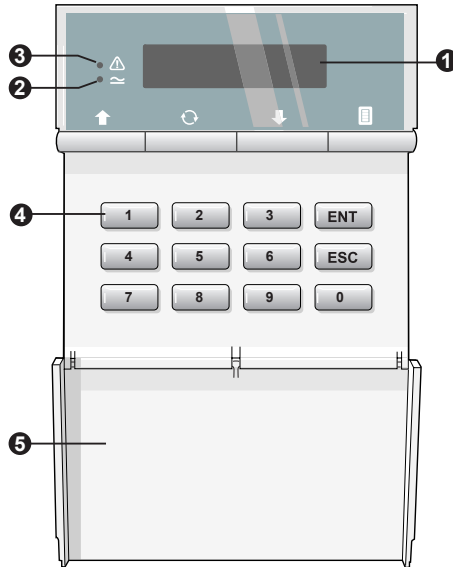
About the Keypads

You can operate your alarm system from one or more keypads located around the premises.

Keypad

The keypad can be used to set and unset the alarm system, and also to program and test it. The information shown on the display is referred to throughout this guide.

The keypad may include a proximity tag reader.





Keypad Features


1. **Display:** Shows the date and time, a banner message (configured by your alarm company¹) and other system messages.
2. **Green power indicator:** Glows steadily when power is present.
3. **Function indicator:** By default, this indicates that there is more than one alert message to reset (page 13). The indicator can be programmed by an


¹ Engineer option 75



engineer¹ to show other conditions.


4. **Keys:** These are used to operate the alarm system.


 to  – Numeric keys (e.g. to choose partition to set).

 – Accepts the displayed option.

 – Exits the displayed option without setting/unsetting the system.

 and  – Scroll to the next/previous option.

 – Toggles the setting of the displayed option (used only in User options).

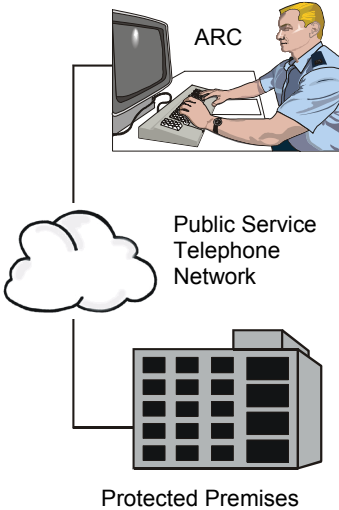
 – Displays the User menu (operates only after entering user code). The User menu contains options for managing the system. For example, there are options to create or change user codes, omit zones and view logged information. These options are described in the *Manager's Manual*.

5. **Cover:** Folds down to reveal the keys.

¹ Engineer option 34; by changing keypad output to follow an event other than "Pending"

Communication Devices

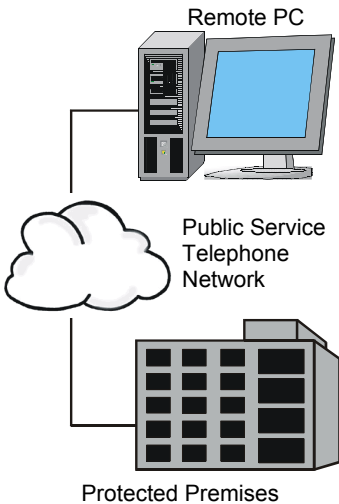
Remote Signalling



Your alarm system may be fitted with a communication device to signal alarms and other events to the police via an Alarm Receiving Centre (ARC).

If your system has a communication device, it is important that you fully understand how to operate the alarm system to avoid false alarms. Too many false alarms may result in the police refusing to respond to your alarm system.

Downloading



A personal computer (PC) can be linked to your alarm system through a telephone line. This enables the system to be programmed and tested remotely.

This feature is known as downloading and is normally performed with your authorisation by either your alarm company or your ARC.

Operating your Alarm System

Setting Your Alarm System

Use the following procedure to set your alarm system.

- ➔ Before setting, check that all relevant areas have been vacated and all doors and windows are securely closed. You cannot set the system while a zone is active (see page 20).

```
BANNER TEXT
17:30 Sun 01 JAN
```

1. At the keypad, enter your user code or present your proximity tag.

- ➔ You can press **ESC** to exit without setting the system.

```
Set Partition?
Ptns > **.....
```

2. The bottom line of the display uses a "*" character to indicate the partitions you can set¹. In this example, partitions 1 and 2 can be set, and there is no access to partitions 3-8.

To Full Set²:

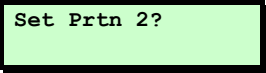
If you want to set all your partitions, press **ENT**. Continue from step 3.

¹ You user code settings (User option 8-1) determine the partitions you can set

² Sets all partitions assigned in User option 8-1, providing they are also in Engineer option 25-9 (ENT Key Sets)

To Part Set:

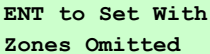
If you want to set only one partition, press the numeric key of the partition to set. For example, press **[2]** to set partition 2.



Set Prtn 2?

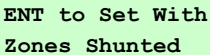
The screen shows the partition you have selected. If you want to select a different partition, use the **[↑]** or **[↓]** key. The bottom line shows the partition name, if defined¹.

Press **[ENT]** to set the selected partition.

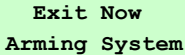


ENT to Set With
Zones Omitted

You will see a message if zones have been omitted (User option 1) or shunted (User option 2). Press **[ENT]**.

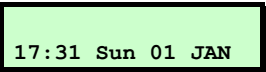


ENT to Set With
Zones Shunted



Exit Now
Arming System

3. Leave via the designated exit route. Audible feedback is provided by the sounder, unless disabled².
4. Close the final door and press the exit terminator button (if fitted).
5. When the internal sounder stops, the system is set.



17:31 Sun 01 JAN

- ➡ If the exit tone changes to an alarm tone, refer to page 12.
- ➡ Zones may have been omitted from setting³.

¹ Using User option 7-2

² Engineer option 22, Silent Set

³ Using User option 1 or 2-1

Setting Additional Partitions

```
BANNER TEXT
17:30 Sun 01 JAN
```

```
ENT=Unset System
Ptns > *2.....
```

```
Set Prtn 1?
```

If the system is already part set and you want to set another partition:

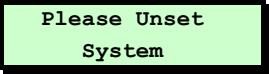
1. At the keypad, enter your user code or present your proximity tag.
2. The bottom line of the display indicates the partitions that you have access to¹, and which ones of these are set and unset. In this example, you have access to partitions 1 and 2, but only partition 2 is set.
3. Press the numeric key corresponding to the partition you want to set. For example, press **1** to set partition 1.
4. Press **ENT** and follow the remaining prompts. (If you need further details, please refer to page 8.)

¹ User option 8-1

Unsetting Your Alarm System

To unset the alarms system, go directly to the keypad and follow the instructions in one of the two sections depending on whether the internal sounder is making a sound.

If the internal sounder is making a sound:



Please Unset
System

1. The internal sounder will sound and you will see the message shown opposite if you have started the entry timer¹ (e.g. by triggering a detector that monitors your Final Exit area). The sound will continue until you have unset the system.
2. Enter your user code or present your proximity tag to the keypad.

The system is now unset.

- ➡ Your user code settings² determine the partitions that are unset.
- ➡ An alarm occurs if you do not enter a code or present a tag before the entry timer expires³.

¹ Engineer option 23

² User option 8-1

³ External sounders may be delayed by 30 seconds if set in Engineer option 47

If there is no sound (you have not started the entry timer):

```
ENT=Unset System  
Ptns > 12*.....
```

1. Enter your user code or present your proximity tag to the keypad.
2. The bottom line of the display indicates the partitions that you have access to¹, and which ones of these are set and unset. In this example, you have access to partitions 1, 2 and 3, but only partitions 1 and 2 are set.

You can now do one of the following:

To Unset all Partitions:

Press **ENT**. This unsets all the partitions that are shown as currently set.

To Set an Unset Partition:

Press the numeric key of an unset partition, e.g. in this example, press **3** to set partition 3 (see page 9).

To Unset a Single Partition:

Press the numeric key of a set partition, e.g. in this example, press **2** to unset partition 2 only.

```
Unset Prtn 2?
```

The screen shows the partition you have chosen to unset. If you want to select a different partition, use the **↑** or **↓** key. The bottom line shows the partition name, if defined².

Press **ENT** to unset the selected partition.

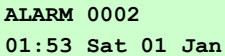
¹ User option 8-1

² Using User option 7-2

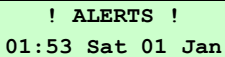
Silencing an Alarm

If an alarm has occurred and you want to silence the sounders:

1. Enter your user code or present your proximity tag. This silences both the internal and external sounders.
 - ➡ If your user code has no access to the partition that is in alarm, using your user code or proximity tag silences external and internal sounders, but does not reset the strobe or outputs.
2. The display temporarily shows details of the alarm, including the zone that caused the alarm (if appropriate), the time and the date.
3. An ALERTS message appears. This indicates that the system needs to be reset, as described next.



ALARM 0002
01:53 Sat 01 Jan



! ALERTS !
01:53 Sat 01 Jan

Resetting the System

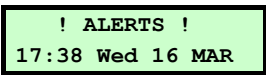
Resetting the system enables you to review the alerts that have taken place and clears the ALERTS message on the main screen. In some cases, you may not be able to set your alarm system until you have reset it.

- ➡ Any user can silence the sounders and review the message, but some alarms may require an engineer or remote reset code (page 14) to reset the system.
- ➡ The keypad sounder may emit a warning chime every minute if the system needs to be reset.

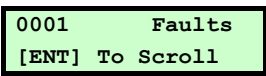
To reset your alarm system:

1. Enter your user code or present your proximity tag when you see the ALERTS screen.
2. The screen shown opposite shows how many alert messages there are.
3. Press **[ENT]** to view each message in turn (see page 16 for details).

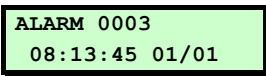
- ➡ You can press **[ESC]** to set or unset the system again without clearing the alert messages.



! ALERTS !
17:38 Wed 16 MAR




0001 Faults
[ENT] To Scroll



ALARM 0003
08:13:45 01/01

Press ENT
To Reset

4. You will see the message shown opposite once you have reviewed each message. Press  to reset the system.

The ALERTS message should not appear again, unless:


- The condition still remains (e.g. a mains failure).
- You need to call an engineer.
- A remote reset code is required (see below).

Obtaining a Remote Reset Code

RING A.R.C. FOR
REM. RESET CODE

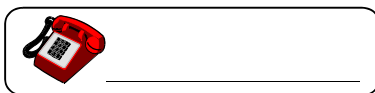
You will see the screen shown opposite if there is an arrangement to obtain a remote reset code from an Alarm Receiving Centre (ARC)¹.

To obtain and enter the remote reset code:

1. Press  at this message.
2. Make a note of the displayed code. The code may be 4 or 6 digits².

The top line of the screen may have been customised by your alarm company³.

3. Contact your ARC and quote the code.





¹ Engineer option 25

² Engineer option 47

³ Engineer option 74

The ARC will ask you for details of the alarm. If there is no need for an engineer to visit, the ARC will give you a remote reset code.

```
- REMOTE RESET -  
Reply > 0000
```

4. Press  to display the screen shown opposite, enter the remote reset code, then press .

Other Operations

Special User Codes

Depending on how your system is set up¹, entering a user code may:

- Generate a silent duress alarm to indicate that you are being coerced into gaining access.
- Generate a full panic alarm.
- Isolate (shunt) zones. Entering the code again reinstates the zones.

Panic Alarm at Keypad

If keypad panic alarms are enabled², pressing keys 1 and 3 generates a panic alarm.

¹ User option 8-1

² Engineer option 45-25

Troubleshooting

Alert Messages

This section gives the meaning of each message that can be displayed when resetting the system (page 13). Contact your alarm company if there are problems you cannot resolve.

ALARM 0005
08:13:45 01/01

A zone alarm has occurred. The zone number is displayed, together with the time and date.

PSTN LINE FAULT
12:00 Sun 01 JAN

The remote signalling device fitted to your alarm system is reporting a fault on the telephone line. You may not be able to set your system until you clear the fault.

AC Mains Fault

There is no mains power to the control unit and the alarm system is running on its standby battery. You may not be able to set your system until the power is restored. If the fault persists, the standby battery will eventually run flat.

Battery Fault

The standby battery has developed a fault or is disconnected. You may not be able to set your system until the fault is cleared.

PANEL LID TAMPER
08:13:45 01/01

The lid of the control unit has been removed. You may not be able to set your system until the fault is cleared.

AUXILIARY X TAMP
12:00 Sun 01 JAN

The control unit has auxiliary tamper zones for monitoring auxiliary devices. The lid of a device has been removed. You may not be able to set your system until the fault is cleared.

BELL TAMPER
12:00 Sun 01 JAN

The lid of the external sounder has been removed. You may not be able to set your system until the fault is cleared.

TEST CCTS FAILED
12:00 Sun 01 JAN

One or more zones failed during a test routine initiated by your alarm company. You can still set and unset your system but you should contact your alarm company.

TAMPER 0001
Office Window

This message is displayed when a zone's tamper circuit has been activated.

CALL ENGINEER TO
RESET SYSTEM

An engineer code or remote reset code needs to be entered to reset the system.

Reset Required

See CALL ENGINEER TO RESET SYSTEM.

RING A.R.C. FOR
REM. RESET CODE

You need to contact an Alarms Receiving Centre for a remote reset code (see page 14).

Other Messages

SERVICE REQUIRED
12:00 Sun 01 JAN

The alarm system requires a routine maintenance visit. You can still set and unset your system but you should contact your alarm company.

RELEARN REQUIRED
12:00 Sun 01 JAN

The hardware configuration of your alarm system has changed. You may not be able to set your system.

CODE TAMPER
KEYPAD LOCKED !

This message is displayed when a keypad is locked out after too many invalid code entries. After five minutes, the message clears and the keypad unlocks itself.

! AUTO SETTING !
12:00 Sun 01 JAN

The panel has an auto-set feature¹ that automatically sets and unsets specified partitions at pre-defined times. This message is displayed one minute before the partitions are scheduled to set and a chime is emitted every ten seconds to warn you to leave the area. If you have the appropriate user code, you can delay automatic setting by entering your user code and selecting the "Defer Setting" option.

Engineer on Site
12:00 Sun 01 JAN

An engineer from your alarm company is on site and logged into the alarm system. If required, you can operate the system as normal. The message is automatically cleared when the engineer logs off.

SYSTEM IS BUSY
PLEASE WAIT

Another user is accessing the alarm system. You cannot use your keypad until this message has cleared.

¹ User option 3-4

Sorry, cannot set
Aux X tamp open

Cannot set because of a tamper fault on auxiliary zone 1 or 2. Clear the fault.

Sorry, cannot set
Bell box tamper

Cannot set because of a tamper fault on the external sounder. Clear the fault.

Sorry, cannot set
Equipment faulty

Cannot set because of a fault from one or more system components (shown). Clear the fault.

Sorry, cannot set
Zone in fault

Cannot set because of a fault from one or more zones (shown). Press **ESC** to show the zone in fault. Clear the fault.

Sorry, cannot set
Panel lid tamper

Cannot set because of a tamper fault on the control unit. Clear the fault.

Sorry, cannot set
Mains Power off

Cannot set because there is no mains power at the control unit. Clear the fault.

Sorry, cannot set
Phone line fault

Cannot set because of a line fault from the remote signalling device. Clear the faulty.

Sorry, keypad
Is locked out

The keypad has been locked out of the system (usually from a keyswitch) and cannot be used by any users.

Setting the System with Zones Active

Overview

If you try to set the system while one or more zones are active, the system's response depends on whether the engineer has selected¹ **View exit errors** or **Ignore errors**, as described next.

Setting with View Errors

If **View exit errors** is used, the procedure after attempting to set the system is:

```
Following Zones  
Are In Error :-
```

```
Office window  
2002 Active
```

```
Office door  
2001 Active
```

```
*NO ERROR ZONES*  
PRESS ENT TO SET
```

1. The system gives a fault tone and suspends the exit procedure.
2. The display then scrolls through the active zones automatically.
3. Investigate why the zones are active and rectify the cause.
4. When all zones show healthy, the screen shown opposite is displayed. Press **ENT** to start the exit procedure. Continue as normal.

➡ To abandon the setting procedure without rectifying the active zones, press **ESC**.

¹ Engineer option 45-21

Setting with Ignore Errors

```
Office window  
2002 Active
```

```
Office door  
2001 Active
```

If **Ignore errors** is used, the procedure after attempting to set the system is as follows:

1. The system gives a fault tone and the display shows all active zones in turn.
2. Investigate why the zones are active and rectify the cause.

➡ To abandon the setting procedure without rectifying the active zones, enter your user code again and press **ENT** when you are prompted to unset the system.

3. When all zones are healthy, continue with the exit procedure.

If the zones are not cleared by the end of the exit procedure:

```
Set Fail:-  
Ptns : 1.....
```

1. The internal sounder sounds, the external strobe flashes and the display shows the message shown opposite.
2. Enter your user code or present your proximity tag to silence the sounders, then again to reset the system.

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