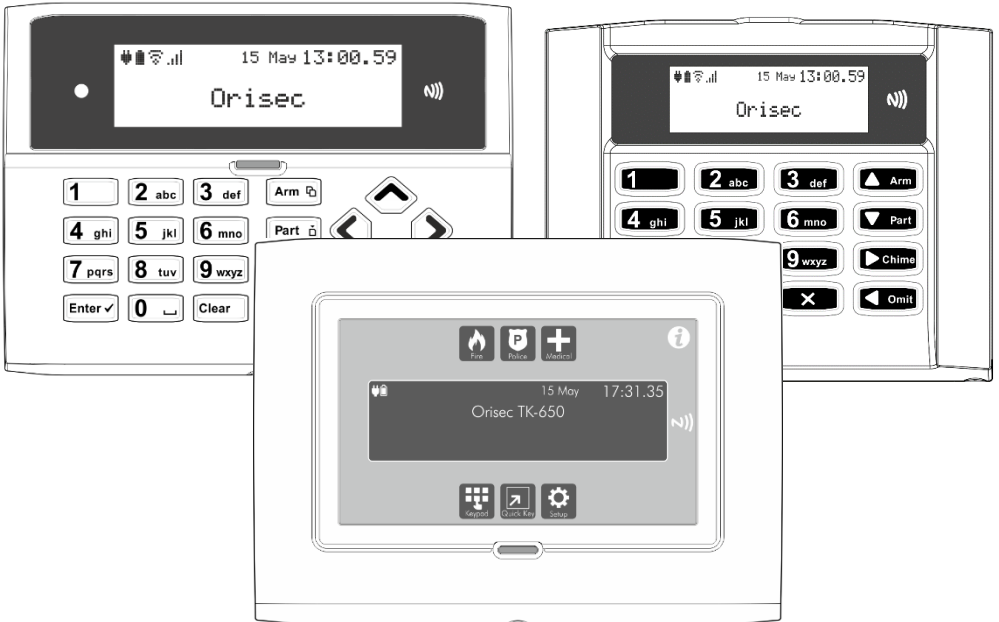


Master User Guide

CK-10, CT-10, CP-10, CK-20, CT-20, CP-20,
CP-30, CP-50, CP-100 & CP-200



Designed and Manufactured
in the United Kingdom

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1. About your Security System

Introduction

Your security system is made up of several component parts comprising of a control panel, one or more remote keypads, external sounder and various detection devices that are connected to either the control panel or zone expansion modules. The control panel houses the system's electronics and stand-by battery and is normally installed out of sight in a utility room or under stairs cupboard etc.

The remote keypad provides the user interface for the system and is used to send commands to the system and to display the current system status via a graphic display. The remote keypad also provides audible feedback annunciation of fault and alarm tones. Remote keypads are normally mounted in convenient locations inside the protected premises, near to the points of entry and exit.

Please read this manual carefully and have your installer instruct you on your system's operation. Become familiar with the features that have been implemented on your system. All users of this system should be equally instructed in its use.

About this Manual

This manual provides a thorough explanation of all system functions that are available to the master user, including basic system operation, user code programming, remote control and troubleshooting.

Alarm Transmission System

Your security system may be fitted with an automatic alarm transmission system, which will communicate alarms, faults and other events to a 24hr manned Alarm Receiving Centre (ARC). If you accidentally cause a false alarm activation, immediately call the ARC to prevent an unnecessary emergency response.

Zones and Areas

A zone is an input that is normally used to monitor a single detection device like a motion detector, door contact or shock sensor etc. An area is one or more zones grouped together to allow independent arming and disarming of areas.

Access code

As a user of the security system, you will be assigned a 4, 5 or 6 digit access code. Access codes are used to arm and disarm the system. Some access codes can perform additional system functions, such as programming system options, omitting zones and performing system tests.

Your access code may not allow you to access certain system functions. For instance, if your code is only allowed to arm the system you will not be able to disarm the system, once the system is armed.

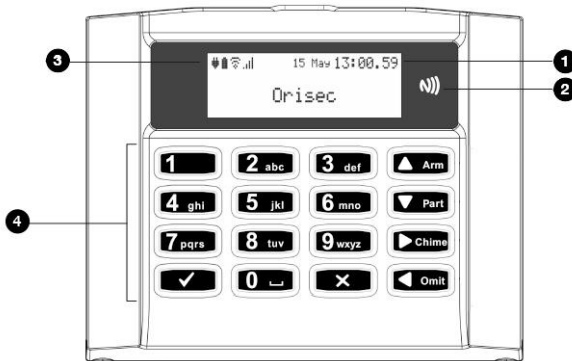
NFC Tags

NFC tags can be assigned to users of the system. The tag behaves just like an access code when presented to the NFC reader built into the keypad. NFC technology is built into credit cards, bank cards, smart phones and other devices. (Not on CK-10 or CT-10)

Keypads

One or more remote keypads will be installed throughout the protected premises, usually close to the entry and exit door. The CK-10, CK-20, CT-10, and CT-20 control panels have built in keypads.

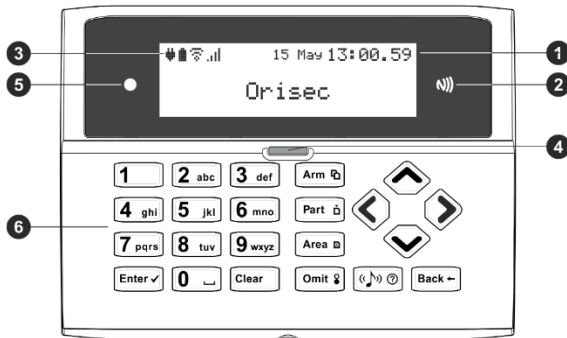
Keypad Layout: RK-400-LCD & RK-450-LCD



1. LCD display
2. NFC reader – present your NFC tag in this area (not on CK-10 or CT-10)
3. Status Icons
4. Keyboard – see below

Keyed Keypad buttons	Actions
	Arm system and to navigate upwards in the menu
	Part arm system and to navigate down in the menu
	Chime tone selection and can be used to enter menu
	Omit zones and if held for 1 second can work to go 'back' in a menu
	If held for 1 second can be used to toggle options and outputs
	Selection button
	Cancel Button. Press and hold for 1 second to delete a selection.

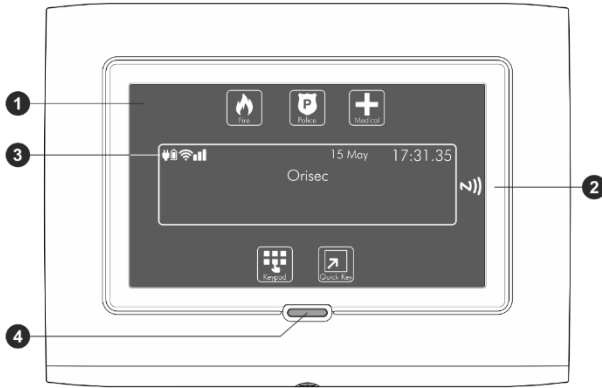
Keypad Layout: CK-10, CK-20, RK-500, RK-550, MK-700 & RK-700










1. LCD display
2. NFC reader – present your NFC tag in this area (not on CK-10 or CT-10)
3. Status Icons
4. System status LED
5. Ambient light sensor – used automatically adjusts the keyboard and LCD backlight level
6. Keyboard – see below

Keyed Keypad buttons	Actions
	Arm system
	Part arm system
	Area arm system
	Selection button
	Chime tone selection
	Escape button
	Cancel button

Touchscreen Keypad Layout: CT-10, CT-20, TK-650















1. Full colour touch display
2. NFC Reader – present your NFC tag in this area (not on CK-10 or CT-10)
3. Status Icons
4. System status LED

Touch Keypad buttons	Function
	Arm system
	Part arm system
	Area arm system
	Selection button
	Chime tone selection
	Escape button
	Cancel button

Status Icons

The system status area on the display is used to show the following information:

Status Icon	Indicates
	Battery is charging / is charged
	Mains power is connected
	Mains power is disconnected
	External strobe is flashing
	External bell is sounding
	Chime is enabled
	Wi-Fi module connected
	GSM module connected
	Ethernet module connected
	Phone line connected
	User programmed timer running
	User programmed alarm running


Status LED

The keypad has a single multi-colour LED and is used to indicate the following:

Colour	System Status
Blue	Normal operation, all zones are healthy
Green	User menu selected and system is ready for arming
Yellow	One or more zones are active, system may not arm
Red	Alarm active

Emergency Keys




The keypad provides three different emergency functions. Depending on the setup of your system, activation from these keys can alert the local police, key holders and security personal via your Alarm Receiving Centre (ARC).

 The emergency keys for each keypad can be individual enabled or disabled and may not be enabled on your installation due to local standards and police requirements.

The Panic alarm (Police) function for each keypad can be programmed for either an audible or silent operation.

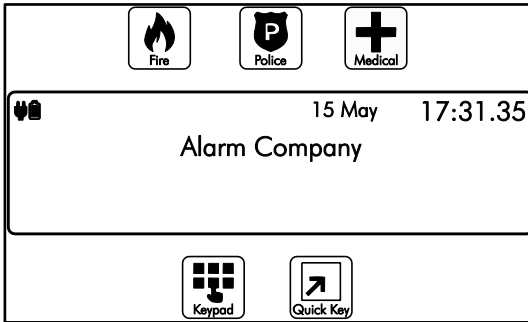
Keyed Keypad Emergency Keys

To activate the emergency functions, press together the keys shown below for a duration of 1 second:

Emergency Alarm		Keys
	Fire	Press 1 & 3 def
	Panic Alarm (PA)	Press 4 ghi & 6 mno
	Medical	Press 7 pqrs & 9 wxyz

Touch Keypad Emergency Keys

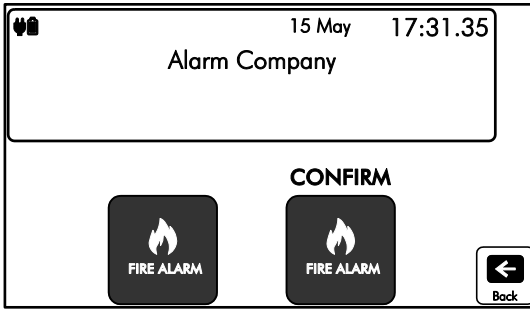
- To activate the emergency keys on your touch screen keypad you will need to be on the Home screen:



- From the top part of the screen select one of the emergency functions, for example 'Fire':



- You will then be prompted to press the Fire Alarm icon, and then select the icon again to confirm the activation. This is in place to ensure it is a confirmed event and not an accidental button press:



4. Press the 'CONFIRM' icon to generate the selected emergency or press the 'Back' icon to cancel.

2. Operating your Security System

Introduction

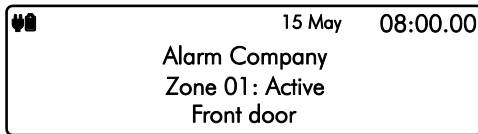
Before attempting to operate your security system, please ensure that you have familiarised yourself with the procedures covered in this section of the manual.


User Menu

On entering a valid access code or presentation of a tag, the keypad will display the 'User Menu'. This menu is used to perform all system operations including arming, disarming, testing and system configuration.

Before Arming the Security System


Before attempting to arm your security system, ensure that all protected areas are secure by closing any doors and windows etc. If the system is not ready for arming the keypads show the zones that are active (if enabled by your installer) and the keypad status LED will illuminate in yellow:

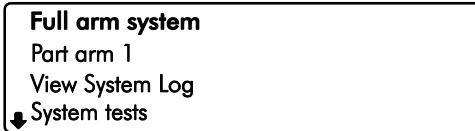




 If your system has the 'Global Keypad Information' option enable by your installer, the keypad will show zone status information for all zones. If the option is disabled, the keypad will only show zones status information for zones that are assigned to the same area as the keypad.

Full Arming Your Security System

The full arming mode is used for protecting all detection zones within your allocated areas and is normally used when leaving the premises or area unoccupied. Before attempting to full arm, check that your areas are ready for arming. To full arm your area(s), please proceed as follows:

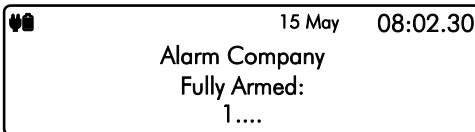
1. Enter code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to Full arm system:



3. Press  or  to full arm, the exit tone will start and the keypad will instruct you to exit the protected area:







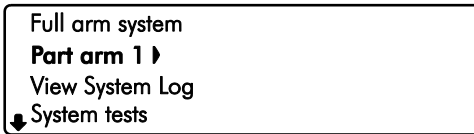
4. The keypad will then indicate that the system is Fully Armed.









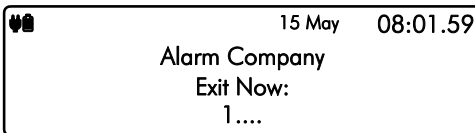
Part Arming your Security System

The part arming mode only protects predefined detection zones. The system has 3 'Part arm' modes which allows for flexible arming configurations, e.g., 'Part arm 1' could be configured to arm only downstairs zones, whereas 'Part arm 2' could be configured to arm only perimeter zones. To part arm your area(s), please proceed as follows:

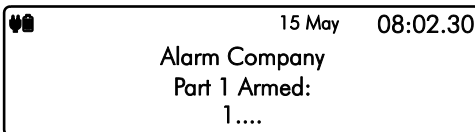
1. Enter code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to 'Part arm 1':



3. Use the  /  and  /  keys to change the part arm mode (1, 2 or 3), then press  or  to part arm.
4. The exit tone will start and the keypad will instruct you to exit the protected area:



5. The keypad will then indicate that the system is part armed:



 Part arm settings will be pre-programmed by your installation company.

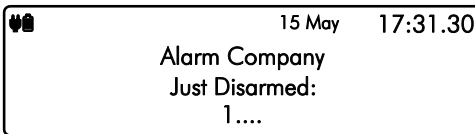
Disarming your security system

When the system or area is armed, you must enter the protected area via the designated entry route. Upon entering the premises, the entry timer and entry tone will start. To successfully disarm the alarm, a valid access code or tag must be entered before the entry timer expires. To disarm your area(s), please proceed as follows:

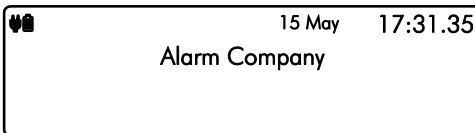
1. Enter the protected area by the designated entry point, the entry tone will sound and the keypad will show the following screen:



2. Enter your code or present tag, the entry tone will silence and the keypad screen will indicate that the system has just been disarmed:






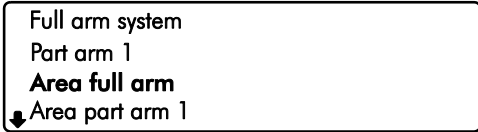
3. After a short delay the keypad will then return to normal operation:




Area full arming

Zones can be grouped together to make 'area sets'. Area sets are often used in multi tenanted buildings where there is a communal entrance and separate living spaces/areas of work. Users can arm individual or multiple area sets. To full arm selected areas, please proceed as follows:











1. Enter code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to 'Area full arm':



3. Press  or  to select, the 'arm areas' menu is now displayed:



- Area will be armed
- Area will remain unarmed

4. Use the  /  and  /  keys to select the 'Area'. Then use the  /  and  /  keys to toggle the selected area on or off. Once you have selected the areas that you would like to arm, press  or  to confirm.
5. The exit tone will start and the keypad will instruct you to exit the protected area:



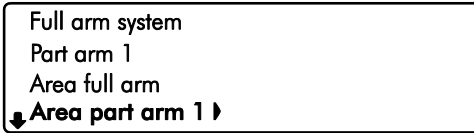
6. The keypad will then indicate that the areas that are fully armed:









Area part arming

Zones can be grouped together to make 'Area Sets'. Area Sets are often used in multi tenanted houses where there is a communal entrance and separate living spaces. Users can arm individual or multiple area sets. To part arm selected areas, please proceed as follows:











1. Enter your code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to 'Area part arm 1':

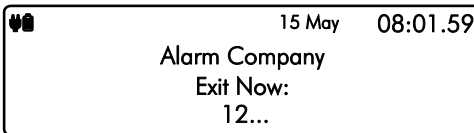


3. Use the  /  and  /  keys to change the part arm mode (1, 2 or 3), then press  or  to select, the 'part arm areas' menu is now displayed:

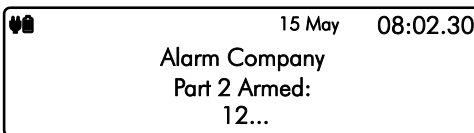


- Area will be part armed
- Area will remain unarmed

4. Use the  /  and  /  keys to select the 'Area'. Then use the  /  and  /  keys to toggle the selected area on or off. Once you have selected the areas that you would like to part arm, press  or  to confirm.
5. The exit tone will start and the keypad will instruct you to exit the protected area:



6. The keypad will then indicate that the areas that are part armed:

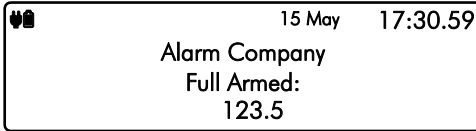


 Part arm settings will be pre-programmed by your installation company.

Area disarming

Normally when entering a protected area via the designated entry route, the area is disarmed after a valid access code or tag presentation. Sometimes it is desirable to disarm one or more areas before entering them via the designated entry route. To disarm your selected areas, please proceed as follows:

1. The keypad will show the areas that are currently full armed:













2. Enter your code or present tag, the 'disarm areas' menu is displayed:

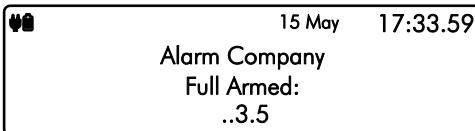


Area will be disarmed.

Area will remain armed.

3. Use the  /  and  /  keys to select the 'Area'. Then use the  /  and  /  keys to toggle the selected area on or off. Once you have selected the areas that you would like to disarm, press  or  to confirm.

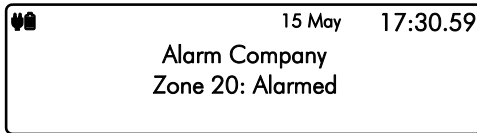
4. The selected areas are disarmed and the keypad displays any areas that have remained armed:



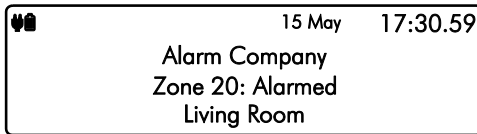
Resetting after an alarm

To reset after an alarm has occurred, please proceed as follows:

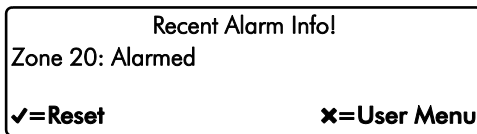
1. If your system has gone into an alarm condition, the screen will alternate between the following two displays:



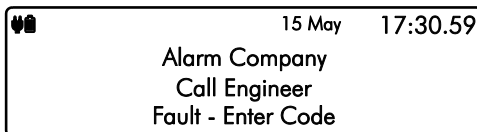
2. Enter your code or present tag to silence any internal and external sounders. The reason for the alarm will then be displayed on the keypad screen. For example:



3. Enter your code or present the tag again:



4. If you are aware of the cause of the alarm condition, press or ✓ to reset the alarm condition and return the security system back to normal operation.
5. If after pressing or ✓ to reset the alarm condition the following screen appears, please contact your alarm installation company for further assistance:



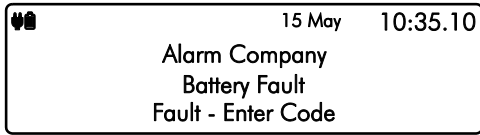
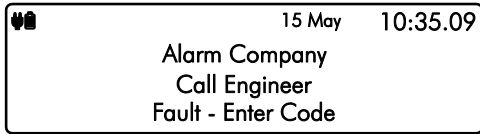
6. Press or ✓ again to exit and return to the user menu.

 Alarms can also be reset manually in the user menu, use the arrow keys to scroll down to 'Reset Alarms' and press or ✓

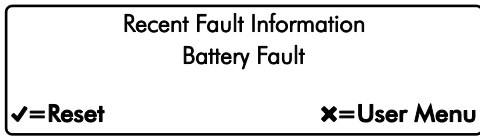
Resetting after a Fault Condition

To reset after a fault has occurred, please proceed as follows:

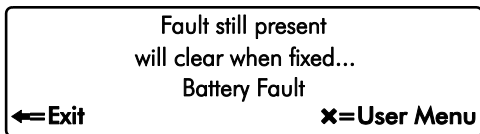
1. If your system has generated a fault condition, the display will indicate the fault that has occurred. For example, if there is a fault with the battery, the following will display:



2. Enter your code or present your tag to the keypad. This will silence any internal sounders, inform you of the reason for the fault and allow you to reset the fault as shown below:



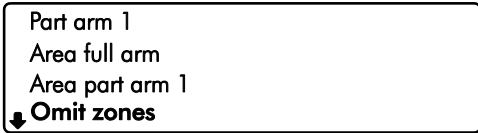
3. Once the fault condition has been rectified, press or ✓ to reset the system to normal operation.
4. If the following screen appears the fault is still present. Please contact your alarm installation company for further assistance:





Omitting Zones

Zones can be omitted to temporarily prevent them from causing an alarm either during the disarmed mode (24hr zones) or prior to arming the system. To omit one or more zones, please proceed as follows:


















1. Enter code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to 'Omit zones':

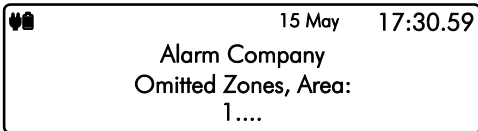



3. Press  or  to select, the 'Omit zones' menu is now displayed:



- Zone will be omitted
- Zone will continue to be monitored
- Zone cannot be omitted

4. Use the  /  and  /  keys to select the required zone then use the  /  and  /  keys to turn omit on or off.
5. When you've finished omitting the zone(s), press and hold for two seconds the  /  or  key to return to the user menu. If required, the system can be armed or part armed with selected zone(s) omitted by selecting the relevant arming menu.
6. If the system is not going to be armed now, then use the  /  and  /  keys to scroll to 'Exit menu' option then press  or  to return to the home screen. The keypad will display a reminder that zones are omitted:





-  If the "Reinstate on Disarm" option is enabled by your installer, the selected zones are automatically reinstated when the system is disarmed.

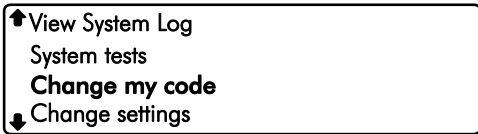
To reinstate a bypassed zone simply select the zone at step 3 in the above procedure.



Changing Your Code

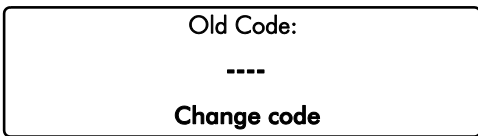
User codes are unique to each user and can be 4,5 or 6 digits in length. Users can change their code at any time by following the procedure below:

 Before changing your code, it is strongly recommended to note the new code. If you forget your code later it must be changed by a master user of the system or the installation company.

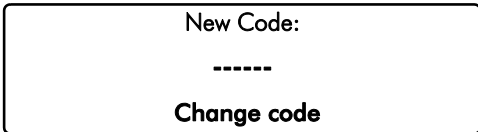
1. Enter code or present tag to select the user menu.
2. From the user menu, use the  /  and  /  keys to scroll to 'Change my code':



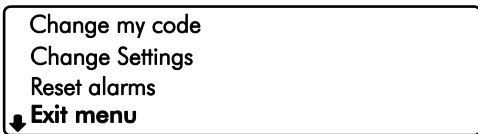
3. Press  or  to select, the 'Change code' menu is now displayed:










4. Enter your old passcode, if correct you will be prompted for a new code:



5. Enter your new code then press  or  to confirm. The system will return back to the user menu screen:



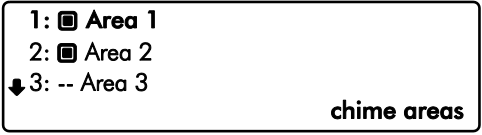
6. Use the  /  and  /  keys to scroll to 'Exit menu' option then press  or  to return to the home screen.

 If after entering your new code the screen returns to the 'Enter New Code' screen, the code you have entered is invalid. Please try again with a different code.

Turn chime on/off

This option allows the chime feature to be turned on or off for each area. If the chime feature is switched on, then monitored zones that are activated during the disarmed state will cause the system to generate a chime response. See Alter chime zone on page 46 for available chime responses.

1. Ensure that the 'Turn chime on/off' menu is selected, see page 39:



- Area chime is on
- Area chime is off
- Area not available

2. Use the / and / keys to select the 'Area'. Then use the / and / keys to toggle the selected area on or off.
3. Hold the / or key for 2 seconds to exit the menu.

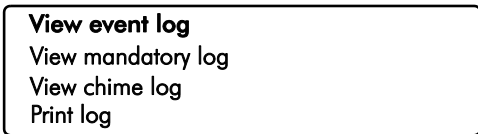
System Event Logs

The system event logs menu contains options for the viewing and printing of various event data that is recorded by your system.

1. Enter your code or present your tag to select the user menu.
2. From the user menu, use the arrow keys to scroll down to 'View System Log':



3. Press or ✓ to select, the 'System Event Logs' sub menu is now displayed:



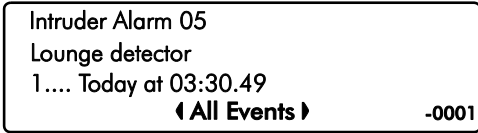
4. From the 'System Event Logs' menu, use the arrow keys to scroll to the required event log option:



- View event log:** Please refer to page 24.
- View mandatory log:** Please refer to page 24.
- View chime log:** Please refer to page 25.
- Print log:** Please refer to page 25.

View event log

All system events such as arming, disarming, alarm and faults are recorded in the system log along with the date and time.

1. Ensure that the 'View event log' option is selected from the 'System Event Logs' menu:



2. Scroll back and forward through the log using the  /  and  /  keys.

View Log Screen Information

Line 1: Event type, see page 26 for a complete list of event type and descriptions.

Line 2: Zone or user text.

Line 3: Event Area(s) then date and time.

Line 4: Event Type Filter, use the  /  and  /  keys to change the event filter type:

- All Events
- Alarms
- Tamper
- Faults
- Open & Close
- Tests
- Restore
- Custom

Then event number is displayed far right.

View mandatory log

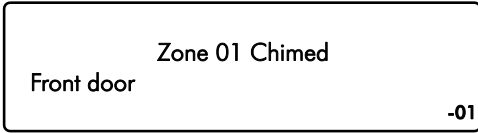
All mandatory events as defined in EN50131-1 are recorded in the mandatory event log.





Information displayed is as per the system event log above.

View chime log

Displays up to the last 50 zones that have chimed.

1. Ensure that the 'View chime log' option is selected from the 'System Event Logs' menu:



2. Scroll back and forward through the chime log using the  /  and  /  keys.

View Log Screen Information

Line 1: Not used.

Line 2: The zone number that has chimed.

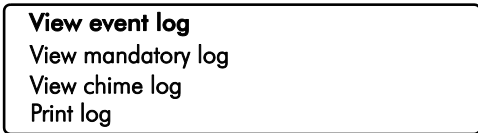
Line 3: The zone description.

Line 4: Then event number is displayed far right.

Print Log

This option allows the user to print a system log. To use this option a serial printer must be connected to the control panel by your alarm installer.

1. Ensure that the 'System Events Log' menu is selected:



Scroll down to the 'Print log' option, then press  or . If there is a serial printer connected to the system, the log will start to print.

Log Event	Description
Intruder Alarm XX	Intruder alarm activated by zone XX.
Intruder Restore XX	Intruder zone XX restore.
Perimeter Alarm XX	Perimeter alarm activated by zone XX.
Perimeter Restore XX	Perimeter zone XX restore.
24Hr Alarm XX	24-hour alarm activated by zone XX.
24Hr Restore XX	24-hour zone XX restore.
Entry Alarm XX	Entry alarm activated by zone XX.
Entry Restore XX	Entry zone XX restore.
Warning Alarm XX	Warning alarm activated by zone XX.
Warning Restore XX	Warning zone XX restore.
Medical Alarm XX	Medical alarm activated by zone XX.
Medical Restore XX	Medical zone XX restore.
Fire Alarm XX	Fire alarm activated by zone XX.
Fire Restore XX	Fire zone XX restore.
PA Alarm XX	Panic alarm activated by zone XX.
PA Restore XX	Panic alarm zone XX restore.
PA Silent Alarm XX	Silent panic alarm activated by zone XX.
PA Silent Restore XX	Silent panic alarm XX restore.
PA Confirmed XX	Confirmed PA alarm activated by zone XX.
PA Confirmed Restore XX	Confirmed PA zone XX restored.
PA Confirmed Silent XX	Confirmed Silent PA alarm activated by zone XX.
PA Con. Silent Restore XX	Confirmed Silent PA zone XX restored.
Aux Alarm XX	Auxiliary alarm activated by zone XX.
Aux Restore XX	Auxiliary zone XX restore.
Monitor Alarm XX	Monitor alarm activated by zone XX.
Monitor Restore XX	Monitor zone XX restore.
Zone XX Omitted	Zone XX Omitted.
Zone XX Reinstated	Zone XX Reinstated.
Tamper XX Alarm	Tamper alarm activated by zone XX.
Tamper XX Restore	Tamper zone XX restore.
Zone XX Fault Alarm	Fault alarm activated by zone XX.
Zone XX Fault Restore	Fault on zone XX has restored.
Zone XX Mask Alarm	Mask alarm activated by zone XX.
Zone XX Mask Restore	Mask alarm on zone XX has restored.
Low Battery Alarm XX	Low battery alarm from wireless device on zone XX.

Log Event	Description
Low Battery Restore XX	Low battery alarm on zone XX has restored.
Omit Key Active XX	Key omits activated by zone XX.
Omit Key Restore XX	Key omits by zone XX has restored.
Keyswitch Active XX	Keyswitch connected to zone XX is active.
Keyswitch Restore XX	Keyswitch connected to zone XX has restored.
Security Key Active XX	Security keyswitch connected to zone XX is active.
Security Key Restore XX	Security keyswitch connected to zone XX has restored.
Alarm Active	Intruder Alarm is active.
Bells Active	Bell output is active.
Re-arm Lockout Zone	Re-arm lockout has occurred and no more alarms can be generated for the armed period.
Confirmed Alarm	Confirmed alarm generated (two different zones activated).
Confirmed PA Alarm	Confirmed PA alarm generated.
Remote Access XX	Remote access via PC number XX.
User XX	User access by user XX.
Access XX	Access user code type by user XX.
Duress XX	Duress alarm by user XX.
User Tag XX	User XX proximity tag access.
User Remote XX	User XX wireless remote has accessed the system.
User XX Lockout	User XX has been locked out from using the system.
User Tag XX Lockout	User XX proximity tag has been locked out from using the system.
Code Tamper X	Code tamper (invalid code) generated at keypad X.
User XX DELETED	User XX deleted from the system.
Exit Started XX	Exit mode started by user XX.
Exit Started Timer X	Exit mode started by control timer X.
Exit Started Zone XX	Exit mode started by zone XX.
Exit Stopped	Exit mode stopped.
Exit Failed by zone XX	Exit mode failed by zone XX.
Entry Started XX	Entry mode started by zone XX.
Entry Timeout	Entry timeout alarm.
System Armed	System armed.
Keyswitch Arm	Keyswitch Armed.
Quick Armed	Quick Armed.
Part Armed 1	Part armed 1.
Part Armed 2	Part armed 2.
Part Armed 3	Part armed 3.

Log Event	Description
System Disarmed	System disarmed.
Arming Failed	Arming failed.
Armed With ATS Fault	The system was armed with an Alarm Transmission System (ATS) fault.
Auto Armed	The system was automatically armed.
Auto Disarmed	The system was automatically disarmed.
Remote Armed	The system was automatically armed remotely.
Remote Disarmed	The system was automatically disarmed remotely.
System Power Up	The system was powered up.
AC Failed	The mains AC supply has been switched off.
AC Restore	The mains ac supply has been restored.
Battery Fault #X	Battery fault #? (1: Presence Fail; 2: Load Test Fail).
Battery Restore	Battery fault restored.
Low Battery Alarm	The system standby battery voltage is low (The system is running on battery only).
Time/Date Changed	The system time and date has been changed.
Engineer on site	The engineer access code has been entered.
Engineer off site	The engineer has logged off.
Bell Fuse Alarm	The bell fuse has gone open circuit (electronic fuse).
Bell Fuse Restore	The bell fuse has restored.
Aux Fuse Alarm	The auxiliary 12V fuse has gone open circuit (electronic fuse).
Aux Fuse Restore	The auxiliary 12V fuse has restored.
Battery Fuse Alarm	The battery fuse has gone open circuit (electronic fuse).
Battery Fuse Restore	The battery fuse has restored.
Network Fuse Alarm	The network fuse has gone open circuit (electronic fuse).
Network Fuse Restore	The network fuse has restored.
Box Tamper Alarm	The control panel box tamper has been activated.
Box Tamper Restore	The control panel box tamper has restored.
Keypad X Tamper	Keypad X box tamper has been activated.
Keypad X Tamp Rest	Keypad X box tamper has restored.
Exp X Tamper Alarm	Expander X tamper alarmed.
Exp X Tamper Restore	Expander X tamper is restored.
Bell X Tamper Alarm	Network Bell X tamper alarmed.
Bell X Tamper Restore	Network Bell X tamper is restored.
Keypad XX Lost	Keypad XX on network lost.
Keypad XX Found	Keypad XX on network found.
Expander XX Lost	Expander XX on network lost.

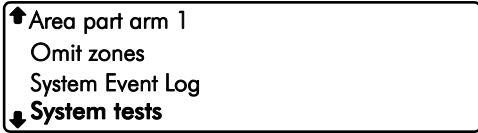
Log Event	Description
Expander XX Found	Expander XX on network found.
Bell X Lost	Network Bell X on network lost.
Bell X Found	Network Bell X on network found.
Walktest Started	User walk test mode started.
Walktest Ended	User walk test mode ended.
Bell Test Started	User bell test started.
Bell Test Ended	User bell test ended.
Auto Test Call	An automatic test call was sent to the Alarm Receiving Centre (ARC).
Manual Test Call	A manual (user) test call was sent to the Alarm Receiving Centre (ARC).
Timer X On	Control Timer X is on.
Timer X Off	Control Timer X is off.
Zone Test XXX Days	Zone soak test has started and will run for XXX days.
Zone XX Test Fail	Zone XX has failed whilst on test.
First Knock XX	First activation from zone XX. The zone has the "Double Knock" attribute.
Beam Pair 1 st XX	First activation from zone XX. The zone has the "Beam Pair" attribute.
Alarm Aborted	The user has disarmed the system within the abort delay period.
Bell Tamper Alarm	The bell tamper alarm has been activated.
Bell Tamper Restore	The bell tamper has restored.
Bell X Fault Alarm	Network Bell X fault.
Bell X Fault Restore	Network Bell X restored
ATS Fault	The Alarm Transmission System (ATS) has detected a fault with the transmission path (telephone line/GSM/IP).
ATS Restored	The ATS Fault has restored.
Keypad PA X	A panic alarm was generated at keypad X by pressing keys 7 and 9.
Keypad Fire X	A fire alarm was generated at keypad X by pressing keys 1 and 3.
Keypad Medical X	A medical alarm was generated at keypad X by pressing keys 4 and 6.
Output XX Fault	The control panel has detected a fault on panel output XX.
Output XX Restore	The fault on panel output XX has restored.
Cleaner On-Site XX	A cleaner access code has been entered.
Cleaner Off-Site XX	A cleaner has logged off.
Com X Module Alarm	The communication module has been disconnected/lost from com port X
Com X Module Restore	The communication module has been connected/found from com port X
Zone XX Count Alarm	Zone XX has reached the "Count Logging" threshold.

Log Event	Description
Tag PA XX Alarm	PA alarm triggered by XX tag.
Radio Output XX Flt	The control panel has detected a fault on radio output XX.
Alarm Reset	Alarm has been reset.
RNRR Reset	Random Number Remote Reset (A reset has been performed remotely)
Zone XX on Test	Zone XX has been put on soak test.
Exp X Bat Fault	Powered Expander X battery fault.
Exp X Bat Restore	Powered Expander X battery fault restored.
Exp X AC Fault	Powered Expander X AC fault.
Exp X AC Restore	Powered Expander X AC fault restored.

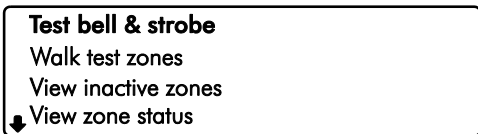
System Tests

The system tests menu contains multiple different tests and diagnostics that can be performed on the system to ensure correct operation of the security system.

1. Enter your code or present tag to select the user menu.
2. From the user menu, use the arrow keys to scroll down to 'System tests':



3. Press or to select, the 'System tests' menu is now displayed:



4. From the 'System tests' menu, use the arrow keys to scroll to the required test menu:









- | | |
|--------------------------------|--------------------------|
| Test Bell & Strobe: | Please refer to page 32. |
| Walk test zones: | Please refer to page 33. |
| View Inactive zones: | Please refer to page 34. |
| View zone status: | Please refer to page 35. |
| View module status: | Please refer to page 36. |
| Do a test Call: | Please refer to page 37. |
| Review voice messages: | Please refer to page 37. |
| Send SMS Message: | Please refer to page 38. |

Test Bell & Strobe

This menu allows you to test the external bell, strobe, internal speaker, user controlled outputs and the backlight on external sounders.

1. Ensure that the 'Test bell & Strobe' menu is selected, see page 31:



2. Use the  /  and  /  keys to change between the options and then the  /  and  /  keys to toggle the selected option on and off.

1 Bell

- The external bell will trigger.
- The external bell will not trigger.

2 Strobe

- The external strobe will trigger.
- The external strobe will not trigger.

3 Speaker

- Any speakers connected to the control panel or expansion devices will trigger.
- The speaker connected to the control system and expansion devices will not trigger.

4 User Outputs

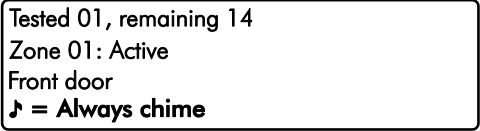
- Any output assigned the attribute 'User Output' will be triggered.
- User outputs will not be triggered.

3. Hold the  /  or  key for 2 seconds to exit the menu.

Walk Test Zones

This menu allows the programmed zones to be walk tested to ensure they are activating when required.

1. Ensure that the 'Walk test zones' menu is selected, see page 31:





2. Activate the zones by walking in front of movement detectors and opening doors or windows that have sensor fitted.

Walk Test Zones Screen Information

Line 1: How many zones have been 'walk tested' since entering the menu and how many zones remain to be walk tested (this is dependent on how many zones are programmed).

Line 2: A scrolling list of walk tested zones and the current zone status.

Line 3: A scrolling list of walk tested zones and the zone text (name).

Line 4: The system can be set to create a chime tone when a detector is activated. The different chime options are selected by pressing  /  or 🎵. The options available are as follows:

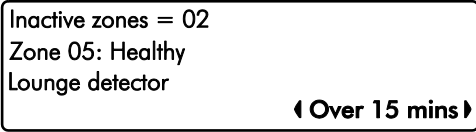
- Always chime
- New devices chime
- Silent
- Chime only zone ##

3. Hold the  /  or ⬅ key for 2 seconds to exit the menu.

View Inactive Zones

This menu allows zones that have been inactive for a period to be viewed.

1. Ensure that the 'View inactive zones' menu is selected, see page 31:



View Inactive Zones Screen Information




Line 1: How many zones have been inactive for the selected period.

Line 2: A scrolling list of inactive zones and the current zone status.

Line 3: A scrolling list of inactive zones and the zone text (name).

Line 4: The selected inactive period, use the  /  and  /  to change.

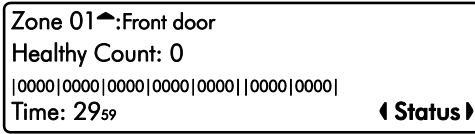
The options available are as follows:

- Over 15 minutes
 - Over 30 minutes
 - Over 1 Hour
 - Over 12 hours
 - Over 1 day
 - Over 1 week
 - Over 1 month
2. Hold the  /  or  key for 2 seconds to exit the menu.

View Zone Status

This menu allows each zone to be independently monitored and viewed.

1. Ensure that the 'View zone status' menu is selected, see page 31:



View Zone Status Screen Information

Line 1: Zone number and any programmed zone text.

Line 2: The status of the zone, including resistance (if applicable) and zone count (how many times the zone has activated).

Line 3: Each set of numbers represents a zone count for each day of the week. The first set of numbers represents Monday and the last set Sunday. Each time a zone activates on a Monday the first set of numbers will increment, on a Tuesday the second set etc. The zone must have the 'Record Activity' attribute to use this feature.

Line 4: The left side shows the last time the zone was activated. The right side shows the status screen mode, use the / and / keys to change the mode, the following modes are available:

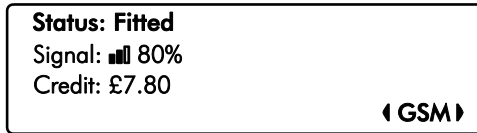
- Status (View zone status)
 - Reset count (press or to reset zone count)
 - Reset Day (press or to reset zone day counts)
 - Reset All (press or to reset all counts)
2. Use the / and / keys to change the zone to view.
 3. Hold the / or key for 2 seconds to exit the menu.

View Module Status

This menu allows you to view the status of any communication modules installed on the system.

1. Ensure that the 'View module status' menu is selected, see page 31:

GSM Module Screen Information



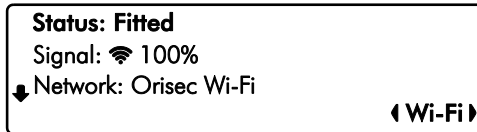
Line 1: If the module is currently 'Fitted' or 'Not fitted'.

Line 2: The most update signal reading from the sim card.

Line 3: The remaining credit on the sim card if using PAYG.





Line 4: The selected module, use the  /  and  /  keys to change.

Wi-Fi Module Screen Information

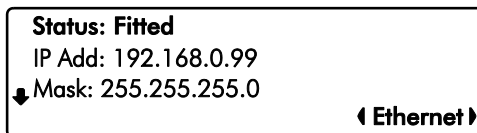


Line 1: If the module is currently 'Fitted' or 'Not fitted'.

Line 2: A signal reading from the Wi-Fi module.




Line 3: The SSID of the network the unit is connected to. Use the  /  and  /  keys to display further information: IP Address, IP Mask and IP Gateway.

Ethernet Module Screen Information

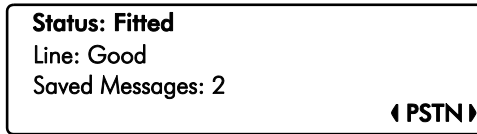


Line 1: If the module is currently 'Fitted' or 'Not fitted'.

Line 2: The IP address assigned to the module.

Line 3: The IP Mask assigned to module. Use the  /  and  /  keys to display further information: Gateway Address and IP Port.

PSTN Module Screen Information



Line 1: If the module is currently 'Fitted' or 'Not fitted'

Line 2: The phonenumber status 'Good', 'Engaged' or 'Bad'.

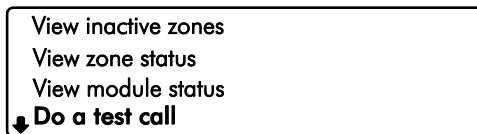
Line 3: The number of saved answer machine messages.

2. Hold the **Back** / **Omit** or **←** key for 2 seconds to exit the menu.

Do a Test Call

Selecting this option will cause connected communication device to send a test call to the alarm receiving centre using the programmed in information (contact number / Account number/ protocol).

1. Ensure that the 'Do test call' menu is selected, see page 31:

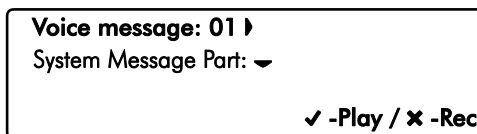


2. Press **Enter** or **✓** to initiate a test call.

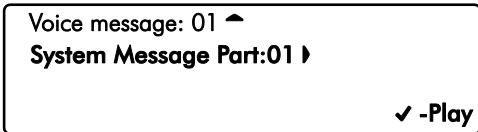
Review Voice Messages

The system has 15 programmable voice messages; each message can be up to 16 seconds long. The messages can be recorded using software and uploaded into the control panel. Alternatively, voice messages can be recorded from a telephone handset.

1. Ensure that the 'Review voice messages' menu is selected, see page 31:



2. Use the **◀** / **Omit** and **▶** / **Chime** keys to select the voice message (1-15). Press **Enter** or **✓** to play the message or press **Clear** or **✕** to clear and record a new message.
3. Press **▼** / **Part** to select System Message Part:

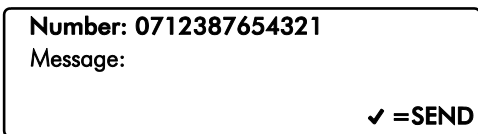




4. Use the /  and /  keys to select the system message (1-75). Press  or  to play the message.

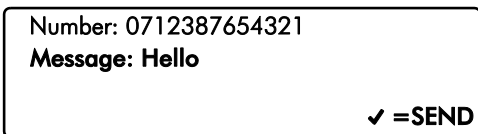
Send SMS Message



This menu allows the user to send a SMS message to a telephone number of their choosing. The system must be fitted with either a GSM or PSTN module to use this feature.

1. Ensure that the 'Send SMS message' menu is selected, see page 31:



2. Use the number keys to enter a valid mobile telephone number.
3. Press /  to select Message:



4. Use the number keys to enter the message then press  or  to send the SMS message.

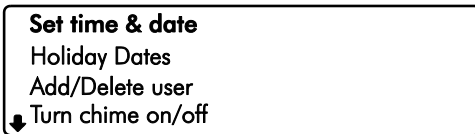
Change Settings

The 'Change settings' menu contains options for personalising the system to your requirements.

1. Enter your code or present tag to select the user menu.
2. From the user menu, use the arrow keys to scroll down to 'Change settings':



3. Press or ✓ to select, the 'Change settings' menu is now displayed:



4. From the 'Change settings' menu, use the arrow keys to scroll to the required menu:












- | | |
|-----------------------------------|---------------------------|
| Set time & date: | Please refer to page 40. |
| Holiday Dates: | Please refer to page 400. |
| Add/Delete user: | Please refer to page 41. |
| Alter chime zones: | Please refer to page 46. |
| Wi-Fi status & checks: | Please refer to page 46. |
| Coms Modules: | Please refer to page 47. |
| About: | Please refer to page 49. |

Set Time & Date

This menu option lets you change the panel's time and date.

1. Ensure that the 'Set time & date' menu is selected, see page 39:



2. Use the  /  and  /  keys to select 'Hours', 'Minutes', 'Seconds', 'Days', 'Months' or 'Years'. Then use the  /  and  /  keys to change the value.
3. Hold the  /  or  key for 2 seconds to exit the menu.

Holiday Dates

There are 5 programmable holiday dates. Each holiday date can be used to override control timers e.g., Christmas holidays. By assigning a holiday date for the duration of a work places holiday, the control timer cannot disarm the system.

Holiday date

The selected Holiday date (1-5).

Day

The start day for the selected Holiday date.

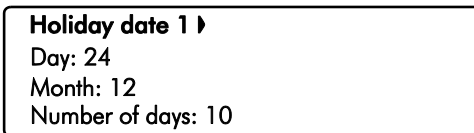
Month












The start month for the selected Holiday date.

Number of Days

The number of days for the selected Holiday date.

1. Ensure that the 'Holiday Dates' menu is selected, see page 39:



2. Use the  /  and  /  keys to select 'Holiday date', 'Day', 'Month' or 'Number of days'. Then use the  /  and  /  keys to change the value.
3. Hold the  /  or  key for 2 seconds to exit the menu.


Add/Delete Users

This section covers programming of the system users.

- ▶ User 01 is the "Master" user which has a default code of 5678.
- ▶ Users 02 onwards can be programmed to any user type and default to "Not in Use".

User Codes

Each user must be assigned an access code to operate the system. Access codes may be 4, 5 or 6 digits in length. This option allows each user to be assigned an access code.

-  If a code is already existent within the system or the code length is incorrect (i.e. 0-3 digits) the system will reject the code and leave the code field blank.

User Type

The user type defines the level of access the user has when operating the security system. This option allows the selected user type to be assigned. User 00 and User 01 types cannot be changed.

No	Type & description
0	Not in Use The selected user is not in use.
1	Engineer The Engineer type can only be assigned by the installation company.
2	Technician The Technician type can only be assigned by the installation company.
3	Master A Master user can access all options within the user menu and program new users.
4	Manager A Manager user can access all options within the user menu except the 'Change settings' menu.
5	Standard A Standard user can access the following options from the user menu: 'Full arm system', 'Part arm', 'Area full arm', 'Change my code' and 'Reset alarms'.
6	Local Standard A Local Standard user has the same rights as a Standard User. However, a Local Standard user can only arm and disarm areas that are assigned to both their code and keypad. For example, if the user is assigned to all areas, and keypad 1 is assigned to area 1, then the user can only arm and disarm area 1 from keypad 1.
7	Duress A Duress user operates the same as a standard user, however, on entering the access code a silent duress alarm is generated and, if programmed, the event is signalled to the alarm receiving centre.
8	Arm Only An Arm Only user can only access the arming options within the user menu.

9	Disarm only A Disarm only user can only access the disarming options within the user menu.
10	Access Control An Access Control user is unable to access menus or privileges. Upon entering the code outputs programmed as 'Access' will trigger for the duration of the 'Access timer'.
11	Access Latching An Access Latching user is unable to access menus or privileges. Upon entering the code outputs programmed as 'Access' will trigger and latch.

User Name

Each user can be assigned a 12-character label that is displayed when viewing the event log, scrolling through programmed users and displayed if 'Welcome message' is enabled.

User Areas

Each user must be assigned to one or more areas for them to access the required area of protection. Users that are assigned to multiple areas will be given the option to select the areas they want to arm or disarm.



At default 'Master' users are assigned all areas; all other users are assigned area 1 only.

User Options

User options add additional requirements for individual users.

No	User Option & description
1	Key fob PA 1+ 2 <input checked="" type="checkbox"/> Pressing buttons 1 and 2 simultaneously on a wireless key fob will trigger a PA condition. <input type="checkbox"/> Pressing buttons 1 and 2 simultaneously on a wireless key fob will not trigger a PA condition.
2	Part arm only <input checked="" type="checkbox"/> The selected user can only part arm the system. <input type="checkbox"/> The selected user can full and part arm the system.
3	Auto yes <input checked="" type="checkbox"/> When the code is entered, the area will instantly begin setting without the need to press Enter. <input type="checkbox"/> The user must press Enter after accessing the menus to arm the system.
4	Silent full arm <input checked="" type="checkbox"/> The selected user will silently full arm the system. <input type="checkbox"/> When the selected user full arms the system, the speakers are active during the exit procedure.

5	<p>Silent part arm</p> <p><input checked="" type="checkbox"/> The selected user will silently part arm the system.</p> <p><input type="checkbox"/> When the selected user part arms the system, the speakers are active during the exit procedure.</p>
6	<p>Door Access</p> <p><input checked="" type="checkbox"/> When the selected user enters their code or presents their tag any outputs programmed as 'Door Access' will trigger.</p> <p><input type="checkbox"/> The selected user will function as normal.</p>
7	<p>Code + Tag</p> <p><input checked="" type="checkbox"/> The selected user must enter their access code and present their NFC tag to gain access to the system.</p> <p><input type="checkbox"/> The selected user can access the system with either their access code or NFC tag.</p>
8	<p>Simple Key fob</p> <p><input checked="" type="checkbox"/> When using a wireless key fob the 'Arm' button will only be used to full arm the areas assigned to the user.</p> <p><input type="checkbox"/> When using a wireless key fob the 'Arm' key has the ability to Full arm, Part arm 1, Part arm 2 and Part arm 3.</p>
9	<p>Key fob Medical 1 + 2</p> <p><input checked="" type="checkbox"/> Pressing buttons 1 and 2 simultaneously on a wireless key fob will trigger a medical condition.</p> <p><input type="checkbox"/> Pressing buttons 1 and 2 simultaneously on a wireless key fob will not trigger a medical condition</p>

NFC



Any NFC (Near Field Communication) tag can be assigned to the system for use. NFC is a protocol found in everyday devices such as smart phones, bank cards, gym keys, oyster cards, tablets and more. (Not on CK-10 or CT-10.)

With the NFC option selected within the 'Add/Delete user' menu either key in the NFC tag serial number (if known) or present the tag to the NFC reader (NFC symbol) on the keypad. If successful, the NFC tag serial number is shown on the display.

'Link' output is on and can be used for locking out selected users for certain conditions, e.g. you may want to prevent a user from accessing the system over the weekend.

Key Fob

With the key fob option selected, either key in the Wireless key fob serial number or press button 1 on the key fob.

The key fob will now be learnt to the control panel and will function as per the programming for selected user.

Doors:

'Doors' are used as a quick and simple access control solution; a keypad is referred to as a Door.

By enabling a door on the selected user, once a valid code or tag has been presented by the user, the associated output trigger for the duration of the 'Access timer'.

Locked by chain

The users access can be locked out using custom programmed 'Chains'. Please discuss with your installation engineer for further information.

User Language

Each user may have its own individual language for the menus. This can be set separately for all users on the system.

Languages currently include:

- ▶ English (UK)
- ▶ Spanish
- ▶ Italian


Button 1

Button 1 on a wireless key fob can be programmed for any of the following operations: Full arm/ Part arm 1/ Part arm 2/ part arm 3/ Disarm/ Remote Control 1/ Remote Control 2/ Remote Control 3/ Remote Control 4/ Remote Control 5/ Arm Area X/ Disarm area X.

 'X' denotes the last area of the control panel.

Button 2












Button 2 on a wireless key fob can be programmed for any of the following operations: Full arm/ Part arm 1/ Part arm 2/ part arm 3/ Disarm/ Remote Control 1/ Remote Control 2/ Remote Control 3/ Remote Control 4/ Remote Control 5/ Arm Area X/ Disarm area X.

 'X' denotes the last area of the control panel.

To add or edit users:

1. Ensure that the 'Add/Delete user' menu is selected, see page 39:

User 1 ▾
Code: ****
Type: Master
▾ Name: Colin

2. Use the  /  and  /  keys to select the required function. Then use the  /  and  /  keys to change the selected option.
3. Hold the  /  or  key for 2 seconds to exit the menu.

To delete users:

1. Ensure that the 'Add/Delete user' menu is selected, see page 39:

User 1 ▾
Code: ****
Type: Master
▾ Name: Colin

2. Use the  /  and  /  keys to select the user to be deleted, e.g., User 5:

User 5 ▾
Code: ****
Type: Standard
▾ Name: Paul

3. Press the  or  key to DELETE the selected user:

User 5 ▾
Code: ****
Type: Standard
▾ ✓ to confirm

4. Press the  or  key to confirm:

User 5 ▾
Code:
Type: Not in Use
▾ Name:

5. Hold the  /  or  key for 2 seconds to exit the menu.

Alter chime zones

All monitored zones can be configured to give the following chime response:

Off

No response.

Tone 1

A single 'de-da' tone is generated.

Tone 2

A double 'de-da-do' tone is generated.

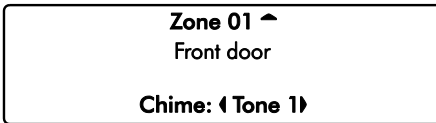
Tone 3












A triple descending musical tone is generated.

Voice

The zone is announced from the loudspeaker (if fitted), e.g., 'Front Door'. Not available on CK-10, CK-10, CT-10, CT-20.

1. Ensure that the 'Alter chime zones' menu is selected, see page 39:



2. Use the  /  and  /  keys to select the zone. Then use the  /  and  /  keys to change the chime response.
3. Hold the  /  or  key for 2 seconds to exit the menu.

Wi-Fi Status & Checks

This menu allows you to view all available Wi-Fi access points. Once selected, you may connect or disconnect from the selected Wi-Fi access point.



1. Use the U and D keys to select the required Wi-Fi access point. Then press E or k to connect/disconnect.
2. 'The password for the SSID will need to be programmed in 'Coms Modules' see page below.

3. Hold the **Back** / **Omit** or **←** key for 2 seconds to exit the menu.

Coms Modules

The control panel supports various communication modules (except CK-10 and CT-10). This menu allows you to configure the settings for each module.

GSM Settings

When a GSM Module is fitted the following options must be configured:

0 APN Name

The Access Point Name (APN) is used by the GSM network operator for IP packet data communication – this is required for the GSM to communicate IP information (APP/ ARC/ UDL usage). The table below shows the APN settings used by the major UK GSM network operators:

Operator	APN Name	User	Password
EE/ Orange/ ASDA Mobile/ Post office	everywhere	eeseecure	secure
BT Mobile	Btmobile.bt.com	bt	bt
Giffgaff	Giffgaff.com	giffgaff	*
Tesco Mobile	Prepay.tesco- mobile.com	tescowap	password
Virgin Mobile	Goto.virginmobile.uk	user	*
Vodafone Contract	internet	web	web
Vodafone PAYG	pp.vodafone.co.uk	Wap	wap
O2 PAYG	Payandgo.o2.co.uk	Payandgo	password
O2 contract	Mobile.o2.co.uk	O2web	password
Three	Three.co.uk	*	*

* = leave blank

1 APN User

The APN user name used to log into the APN—please refer to table 1 for additional information.

2 APN Password


The APN password used to log into the APN—please refer to table 1 for additional information.

3 SIM Pin

The SIM passcode (if the sim is locked).

4 SIM Credit Code

By entering this code (obtained by the service provider) the system can give an up to date credit balance on (PAYG) Pay As You Go sim cards.

 APN details are subject to change. It is advised to check with the network provider to obtain up to date APN settings.

SMS-Service Settings

When a PSTN Module is fitted to the system, it is possible to send SMS messages to mobile telephones via a standard phone line (PSTN). For example, an end user can receive a text message with full description (e.g., 'Zone 02 – Kitchen PIR – Area 1 at 10:45 01/01/16').

The control panel uses the ETSI ES 201 912 protocol 1 to send SMS message via a standard phone line. This protocol is not supported worldwide so please check with your telephone provider. If the SMS message feature is required, the SMS-Service Centre number must be configured. Listed below are the SMS Centre numbers for supported countries and operators:

Country	Operator	SMS Centre Number
UK	BT	17094009
Ireland	Eirecom	17409900
Germany	T-Com	0193010
Belgium	Belgacom	14974800
France	France Telecom	0809101000
Switzerland	Swisscom	0622100000
Netherlands	KPN Telecom	0673644444
South Africa	Telkom	1091969

 SMS-Service details are subject to change. It is advised to check with the relevant operator to obtain up to date SMS-Service settings.

 Caller Line Identity must be enabled for the SMS Service Centre to accept the message.

Ethernet settings

When an Ethernet Module is fitted the following options must be configured:

0 Address

A valid IP address must be assigned to the module. It must be entered in dot-decimal notation, e.g. "192.168.0.58".

1 Mask

The subnet mask used on the network must be assigned to the module. It must be entered in dot-decimal notation, e.g. "255.255.255.0".

2 Gateway

The gateway address (normally the ADSL router) used on the network must be assigned to the module. It must be entered in dot-decimal notation, e.g. "192.168.0.1".

3 Port

A valid port number must be assigned to the module. It must be entered as a decimal number, e.g. "10001".

Wi-Fi settings

When a Wi-Fi Module is fitted the following options must be configured:

0 SSID

A valid Service Set Identifier (SSID) must be assigned to the module. It must be entered as shown on the provider's documentation. This is the network name e.g. BThomehub217.

 Most Providers show the SSID on the router (BT, Virgin etc.)

1 Password

This is the password used to log into the wireless network.

2 IP Address

The IP address used on the network must be assigned to the module. It must be entered in dot-decimal notation, e.g. "192.168.0.1".

3 Port

A valid port number must be assigned to the module. It must be entered as a decimal number, e.g. "10001".








About

This menu option displays the following information about your security system:

- ▶ Keypad in use and its software version
- ▶ Control model and its software version
- ▶ Number of keypads and zone expanders connected to your system
- ▶ Number of zones in use and the maximum zones available
- ▶ User codes in use
- ▶ PSTN module fitted or not fitted
- ▶ CM2 Module (CK-20, CT-20, CP-20 only)
- ▶ ZX-5C and its software version (CP-30, CP-50, CP-100 & CP-200 only)
- ▶ Wi-Fi signal, IP address and port number
- ▶ Ethernet IP address and port number
- ▶ GSM signal and module fitted or not fitted





1. Ensure that the 'About' menu is selected, see page 39:

Keypad 02 - Version 01.30
CP50 - Version 01.65
Keypads: 03, Expanders: 02
↓ Zones in use 03 of 30 (50)









2. Use the  /  and  /  keys to scroll through the system information.
3. Hold the  /  or  key for 2 seconds to exit the menu.

3. Additional Features

Additional features can be enabled by the installation company and as such some options may not be available on your security system.

To access the additional features whilst the system is in an unset state, press  /  and  /  from the home screen and scroll through all enabled additional features.

Please see a table for a full list off additional features available:

Feature	Keypad Text	Operation	Touch screen Icon
Control Outputs	User Control	Allows custom programmed outputs to be operated without the requirement of a user code i.e. opening garage doors.	
X10	X10 Control	Allows users to operate X10 outputs without the requirement of a user code. X10 is a home automation plug solution, this is a 3rd party peripheral that may be connected to the security system.	
Alarm Clock	Alarm Clock	Allows users to program an alarm clock using the control panel's keypad. A useful application is for a keypad that is situated in the bedroom, an alarm can sound in the morning to wake the user up.	
Turn Chime on or off	Chime	Allows users to turn chime on or off for selected areas without the requirement of a user code. Chime is commonly used to create a tone when a front door is opened.	
Review voice Messages	Messages	Allows users to listen to voice messages they may have been left through the control panel – the user can play and delete these messages.	
Send a text message	Send SMS	Allows users to send text messages from the control panel's PSTN or GSM module – the user can add a mobile phone number and a 255-character message and send this message.	
Display LCD Message	LCD Message	Allows users to display a text message on the LCD of all keypads.	
Countdown timer	Timer	Allows users to start a countdown timer without the requirement of entering a user code. A common application would be when cooking or for an office complex when the building needs to be closed.	

4. Troubleshooting

Message displayed on screen	When I might see this message	Potential reasons for message	Suggested methods to resolve
Zone 01 Active	When attempting to arm	The zone is reporting back to the main control panel an open state	Check the device to ensure it is not a door or window that has been left open
Zone 01 Masked	Normal operation	The zone is reporting that an object is potentially obstructing its view	Check the area where the detector is located for anything that may be obstructing the detector
Zone 01 Tamper	Normal operation	The zones lid is not making a tight connection	Check the lid of the device to ensure it is securely fastened
Zone 01 Alarm	After an alarm condition	The zone has recently been alarmed and is awaiting a reset	Enter your user code and select 'Reset Alarms'
Omitted Zones	Normal operation	A user has manually disabled certain zones from operating on the system	Ask an installer or master user to help reinstate the zones if required
Confirm Devices	Normal operation	A networked device on the security system has been removed	Contact the installation company
Battery Fault	Normal operation	The main panel battery has become low voltage or removed	The internal battery should be replaced every 2-3 years
AC Fail	Normal operation	The mains to the control panel has been disconnected or lost	Check to ensure there is not a power cut, or contact the installation company
Tamper (Bell / Panel Lid / Aux / Keypad / Expander)	Normal operation	The devices lid is not making contact properly	Check the lid of the device to ensure it is securely fastened

5. Touch-Tone Remote Control

Introduction

When the control panel is fitted with a PSTN module, the system can be remotely controlled via any touch-tone telephone. Once the call is answered by the control panel you will be assisted by voice prompts to enter your normal access code, if the code is accepted a voice prompted menu is played to you. From the main menu, you can arm and disarm the system and turn outputs on and off.

Remote Control Menu

Function	Touch-Tone Key Sequence
Part Arm 1	*1#
Part Arm 2	*2#
Part Arm 3	*3#
Full Arm	*4#
Disarm	*0#
Playback Speech Messages	*7??# (? = 01 to 15)
Record Speech Messages	*8??# (? = 01 to 15)
Turn Remote Control Outputs On or Off	*9?# (? = 1 to 5)
Play main menu	*#
End Call	*99#

Remote Access

To gain remote access to your security system, please proceed as follows:

1. From any touch-tone telephone, first dial the number of your premises. If your premises have more than one line, be sure to call the number of the line on which your control panel has been installed. After a single ring, hang up, wait 10 seconds, and call again. On the second call, the system will answer after one or two rings and announce:

“Enter passcode”

2. Enter your normal access code via the touch tone phone. The system will then prompt its current armed status:

“System disarmed” or “System armed” or “System part armed”

3. The main menu is prompted:

“Press 4 to full arm, press 1, 2 or 3 to part arm, press * to hear again.”

4. Enter the function command (see remote control menu).

5. To end the remote access session, enter ***99#** on your touch-tone phone.

Full Arm

To full arm your security system from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu, has finished playing, enter ***4#** on your touch-tone phone. The system will prompt:

"Exit started"

3. The main menu is prompted:

"System armed, press 0 to disarm, press * to hear again."

4. To end the remote access session, enter ***99#** on your touch-tone phone.

Part Arm

To part arm your security system from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu, has finished playing, enter ***1#** for 'Part arm 1', ***2#** for 'Part arm 2' or ***3#** for 'Part arm 3' on your touch-tone phone. The system will prompt:

"Exit started"

3. The main menu is prompted:

"System armed, press 0 to disarm, press * to hear again."

4. To end the remote access session, enter ***99#** on your touch-tone phone.

Disarm

To disarm your security system from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu, has finished playing, enter ***0#** on your touch-tone phone. The system will prompt:

"System disarmed"

3. The main menu is prompted:

"Press 4 to full arm, press 1, 2 or 3 to part arm, press * to hear again."

4. To end the remote access session, enter ***99#** on your touch-tone phone.

Turn Remote Controlled Outputs On and Off

The control panel has 5 remote controlled outputs that can be switched on and off when the system is remotely accessed via a touch-tone telephone. Your installer will normally connect one or more of the remote-controlled outputs to control lighting etc.

To turn on or off the remote-controlled outputs from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu has finished playing, enter ***9?#** (where ? is 1 to 5) on your touch-tone phone. The system will prompt you with the current output status:

"Output ? Off."

3. To switch the output to the opposite state, enter ***9?#** (where ? is 1 to 5) on your touch-tone phone. The system will prompt you with the new output status:

"Output ? On."

4. Repeat steps 2 and 3 for other outputs or enter ***#** to play the main menu.
5. To end the remote access session, enter ***99#** on your touch-tone phone.

Record and Playback Speech Messages

The system has 15 recordable voice messages; the speech dialler uses messages 1-4 and the remaining can be used for voice annunciation. All messages can be recorded and played back, providing the system is remotely accessed with either user 00 (engineer) or user 01 (master).

To playback a voice message from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu has finished playing, enter ***7??#** (where ?? is 1 to 15) on your touch-tone phone. The selected message is played back over the telephone.
3. Repeat step 2 for other messages or enter ***#** to play the main menu.
4. To end the remote access session, enter ***99#** on your touch-tone phone.

To record a voice message from a remote location, please proceed as follows:

1. Access your security system as described in the "Remote Access" section.
2. After the main menu has finished playing, enter ***8?#** (where ?? is 1 to 15) on your touch-tone phone. Speak loud and clear the message you want to record, when finished press the **#** key.
3. Repeat step 2 for other messages or enter ***#** to play the main menu.
4. To end the remote access session, enter ***99#** on your touch-tone phone.

Installer Information

Installation Company:	
Address:	
Telephone (Daytime):	
Telephone (Emergency):	
Installation Date:	
Email:	
Web site:	
Notes:	

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