

**iMPACT** →

*User Guide*



**Introduction**

## General Introduction

The control station is used to program and control the operations of your security system. All of the features which make up your system have been tailored specifically for you.

Your security system consists of wireless points (such as door and window contacts and motion and smoke detectors) which are monitored using radio frequency waves. You may also have other wireless devices such as credit cards or pendants which are used to manually activate alarms or to remotely arm or disarm the security system.

Most of the options and features available with your security system are controlled by authority level assignments. These allow you to protect certain features of your security system from unauthorized users.

In the event of a power failure, your system is equipped with a back-up battery to provide power to the system. Your alarm company will advise you as to how long your system can run on back-up power.

**Your alarm company is**

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**Phone#** \_\_\_\_\_

**System Information**

Control Station lockout time for wrong passcode: \_\_\_\_\_ secs.

Maximum zones/points that can be bypassed: \_\_\_\_\_

AC Fail delay time: \_\_\_\_\_ mins.

Maximum zones/points that can be force armed: \_\_\_\_\_

Backup power: \_\_\_\_\_ hours

**Entry Points**

<b>Partial Arm Name</b>	<b>Regions Armed</b>
_____	_____
_____	_____

Zone/Point #	Entrance Delay (seconds)	Zone/Point #	Entrance Delay (seconds)
_____	_____	_____	_____
_____	_____	_____	_____

**Control Station Information**

Control Station Location	Special Activation	Aux Keys Enabled	Sounder Enabled
_____	_____	Yes No	Yes No
_____	_____	Yes No	Yes No
_____	_____	Yes No	Yes No
_____	_____	Yes No	Yes No
_____	_____	Yes No	Yes No
_____	_____	Yes No	Yes No

**Credit Card Key Functions**

A Key \_\_\_\_\_

B Key \_\_\_\_\_

C Key \_\_\_\_\_

**Control Station Aux Key Functions**

A Key \_\_\_\_\_

B Key \_\_\_\_\_

C Key \_\_\_\_\_

## Zone and Point Names and Locations

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The following points are protected with your security system.

#	Name	Location	Chime	Type	#	Name	Location	Chime	Type
1.	_____	_____	Y N	_____	18.	_____	_____	Y N	_____
2.	_____	_____	Y N	_____	19.	_____	_____	Y N	_____
3.	_____	_____	Y N	_____	20.	_____	_____	Y N	_____
4.	_____	_____	Y N	_____	21.	_____	_____	Y N	_____
5.	_____	_____	Y N	_____	22.	_____	_____	Y N	_____
6.	_____	_____	Y N	_____	23.	_____	_____	Y N	_____
7.	_____	_____	Y N	_____	24.	_____	_____	Y N	_____
8.	_____	_____	Y N	_____	25.	_____	_____	Y N	_____
9.	_____	_____	Y N	_____	26.	_____	_____	Y N	_____
10.	_____	_____	Y N	_____	27.	_____	_____	Y N	_____
11.	_____	_____	Y N	_____	28.	_____	_____	Y N	_____
12.	_____	_____	Y N	_____	29.	_____	_____	Y N	_____
13.	_____	_____	Y N	_____	30.	_____	_____	Y N	_____
14.	_____	_____	Y N	_____	31.	_____	_____	Y N	_____
15.	_____	_____	Y N	_____	32.	_____	_____	Y N	_____
16.	_____	_____	Y N	_____	33.	_____	_____	Y N	_____
17.	_____	_____	Y N	_____	34.	_____	_____	Y N	_____

## FCC Notice

### Part 68 Notification

The Impact 300 Control/Communicator complies with Part 68 of the Federal Communications Commission (FCC) rules. All connections to the telephone network must be made through standard telephone company plugs and jacks, RJ31X or equivalent, in such a manner as to allow for easy and immediate disconnection of the equipment. If the connecting cord is unplugged from the jack, there shall be no interference to the telephone equipment still connected to the telephone network.

The FCC registration number and Ringer Equivalence Number (REN) can be found printed on the wiring connection label located inside the control box enclosure. If requested, provide this information to your telephone company. The REN is useful to determine the quantity of devices that may be connected to your telephone line and still have all of those devices ring when your number is called. In most, but not all, areas the sum of the RENs of all devices should not exceed five.

In the unlikely event that the equipment should ever fail to operate properly, it should be disconnected from the telephone jack to determine if the problem is with the telephone network or with the equipment. If a problem is found with the equipment, leave it disconnected until it is repaired or replaced.

In the unlikely event that the equipment should ever cause harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. However, if advance notice isn't practical, the telephone company may temporarily discontinue service. In the case of temporary discontinuance, the telephone company shall promptly notify the telephone subscriber who will be given the opportunity to correct the situation. The customer also has the right to bring a complaint to the FCC if he feels the disconnection is not warranted.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.

You should notify the telephone company if this equipment is removed from the premises and the telephone jack is no longer needed.

The FCC prohibits this equipment to be connected to party lines or to be used in conjunction with coin operated telephone service.

Part 68 Registration Number A79USA-74359-AL-E

## Part 15 Notification

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.**

Part 15 Equipment Authorization Number  
A79IMPACT300.

## UL Listing

The Impact 300 Control/Communicator has been approved for:

UL 1023 Household Burglar Alarm Systems  
UL 985 Household Fire Warning Systems  
UL 1637 Home Health Care Signalling Equipment

**Note: UL Listed systems must meet the following timing requirements.**

Maximum Exit time = 60 seconds

Maximum Entry time = 45 seconds

Maximum Entry time with a Credit Card Arm/  
Disarm Key = 15 seconds

## Fire Detection

Your system may include fire detection, depending upon purchased options and the local codes or regulations for your area. If so, please notify your local fire department that a fire alarm system has been installed. Fire systems require regular testing and maintenance. Common household dust build-up in smoke detectors can cause them to false alarm or fail in a time of need.

Consult your alarm company service representative for a scheduled maintenance program. UL Listed fire alarm systems require a weekly test of the fire alarm horn or bell. This can be done by following the instructions of your alarm company representative.

The following information is from the National Fire Protection Association (NFPA) Standard 74.

### In Case of Fire

Leave immediately! Don't stop to pack or search for valuables. In heavy smoke, hold your breath and stay low. Crawl if necessary. The clearest air is usually at the floor. If you have to go through a closed door, carefully feel the door and door knob to see if undue heat is present. If relatively cool, brace your foot against the bottom of the door with your hip against the middle, and one hand against the top edge. Open slightly. If

there is a rush of hot air, slam the door quickly and latch it. Unvented fire will build up considerable pressure. Be sure that the entire household realizes this danger.

Use a neighbor's phone or street fire alarm box. The job of extinguishing the fire should be left to the professionals. Too many unforeseen things can occur when inexperienced people try to extinguish a fire.

### Fire Prevention and Escape

The purpose of heat and smoke detectors is to detect a fire in its earliest stages and sound an alarm, giving occupants more time to exit the premises before smoke reaches a dangerous level.

### Known Fire Hazards

No detection device can protect life in all situations; therefore, safeguards should be taken to avoid such potentially dangerous situations as smoking in bed, leaving children alone, and cleaning with flammable liquids such as gasoline.

The best fire protection is minimizing fire hazards through proper storage of materials and good housekeeping practices. Careless use of combustible materials and electrical appliances or overloading of



electrical outlets are major causes of fire. Explosive and fast burning materials must be eliminated from the home.

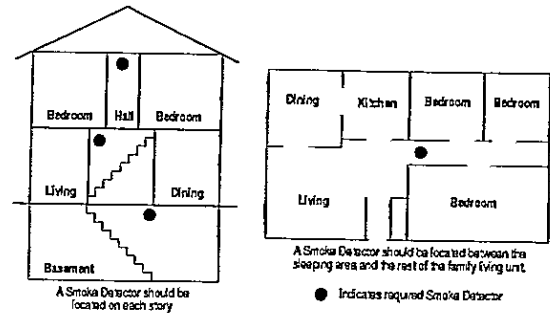
### Be Prepared

Perform fire drills regularly. Use them to assure recognition of an alarm signal. For your protection, simulate different circumstances (smoke in the hall, living room, etc.). Then have everyone react to the situation. Draw a floor plan and show two exits from each room. It is imperative that one meeting place outside the home be established. You should insist that everyone meet there during an alarm. This will eliminate the tragedy of someone re-entering the house for a missing member who is actually safe.

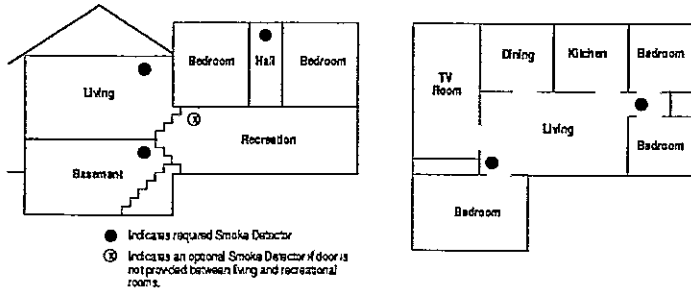
Become familiar with the distinctive sounds of your fire and burglar alarm signals. For UL-Listed installations, the fire alarm signal is a steady tone, and the burglar alarm signal is a pulsing one. Fire systems take priority over burglar systems .

### Smoke Detector Location

Smoke detectors should be installed in accordance with NFPA Standard 74. Smoke detectors should be installed outside of each separate sleeping area, in the immediate vicinity of the bedrooms, and on each additional story of the family living unit, including the basement and excluding crawl spaces and unfinished attics (see below). For family living units with one or more split levels (i.e., adjacent levels with less than one full story separation between levels), a smoke detector required by the above will suffice for an adjacent lower level, including basements.



**Exception:** Where an intervening door is between one level and the adjacent lower level, a smoke detector shall be installed on the lower level.

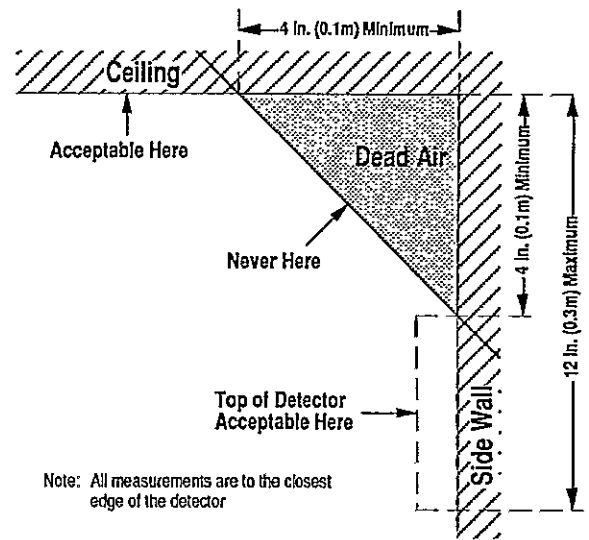


Ceiling-mounted smoke alarms should be located in the center of the room or hall, not less than 4 inches from any wall. When the detector is mounted on a wall, the top of the detector should be 4 to 12 inches from the ceiling.

Smoke detectors should not be mounted where the normal ambient temperatures are above 100°F (37.8°C) or below 40°F (4°C) or in front of air conditioners, heating registers, or other locations where normal air circulation will keep smoke from entering the detector.

Heat from a fire rises to the ceiling, spreads out across the ceiling surface and begins to bank down from the ceiling. The corner where the ceiling and wall meet is an air space into which heat has difficulty penetrating. In most fires, the 'dead' air space measures about 4

inches (0.1m) along the ceiling from the corner and 4 inches (0.1m) down the wall as shown in the illustration. Heat or smoke detectors should not be placed in this 'dead' air space.



Refer to instructions provided with the detector for further installation requirements.

## **Maintenance and Service**

You can clean the display, keys and control station front with a damp lint-free cloth. You can use a mild cleanser, but do not spray it directly onto the control station.

Extreme heat will damage the control station.

## **Testing**

Periodic testing of the control station and security system is recommended to detect problems. Use the testing procedures in the "System Tests" section of this User's Guide.

**The Control Station**

## The Control Station

The control station provides complete control over many functions of your security system. Depending on the features available with your system, you will be able to turn your system on or off in a variety of ways, perform necessary tests to ensure proper operation of your system, program user information such as names, passcodes, and authority levels, plus a few other features, as well as review past events recorded by your system.

## Operating States

The security system has various operating states:

**Idle** When you are not performing any operations on the control station, the top line displays the month, day, hour, minutes, and seconds. The bottom line displays a system status message, which may be the "System Ready Message," the area's armed state, or an alarm or trouble condition.

JAN01 12:00:15  
(system status msg)

**Quick Commands** Allow you to easily reset the smoke detector and enable the chime. To use the Quick Commands, press "Enter", then "B" to reset the smoke detector or "Enter", then "C" to enable/disable the chime.

**Programming Mode** Allows you to change the date and time, exit time, and user passcodes, review the Event Log, and perform other system administration and programming functions. To enter the Programming mode, enter your passcode and press "Program."

MAIN SYSTEM MENU  
(submenu name)

The first level of the Programming Mode is the Main System Menu. From there you can use the Up/Down arrow keys to advance through the different submenus (see Fig. 1). To enter into a submenu, press "Enter." More information on programming can be found in the "Programming" section of this manual.

**Status** Allows you to quickly check alarm or trouble conditions, bypassed and force-armed zones/points, and faulted zones/points. Press the "Display" key from the Idle state to review your system status.

(condition)  
(source of condition)

## The Display

The function of the display varies with the mode of the control station. The various operations of these functions are described throughout this manual.

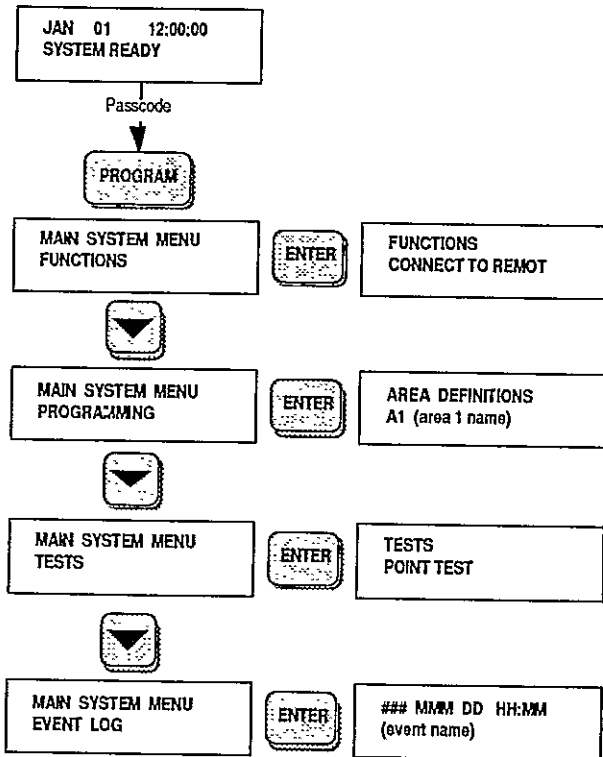


FIGURE 1: THE PROGRAMMING MODE

## Indicator Lights

**Ready** Indicates that the system has no faulted or open points and that it is ready to arm.

**Armed** Indicates that the system is armed or on. To turn the system off, enter your passcode followed by the "On/Off" button.

**Trouble** Indicates the system has detected trouble such as a malfunctioning point, AC power failure, or a low battery. Refer to the "Troubles and Events" section for additional information regarding trouble messages.

**Alarm** Indicates a point or zone was faulted while the system was armed, a panic button was pressed, or a fire/smoke detector has been activated. To silence the keypad sounder, press "Clear." To deactivate the alarm, enter your passcode followed by the "On/Off" key. To view the Event(s), press the "Display" key. To clear the alarm memory, press any other key.

## Keypad Keys

**Display Key** Press this key repeatedly to display information for an event currently displayed on the control station. In the Arming and Programming modes this key can sometimes be used to display help information on the top line of the display.

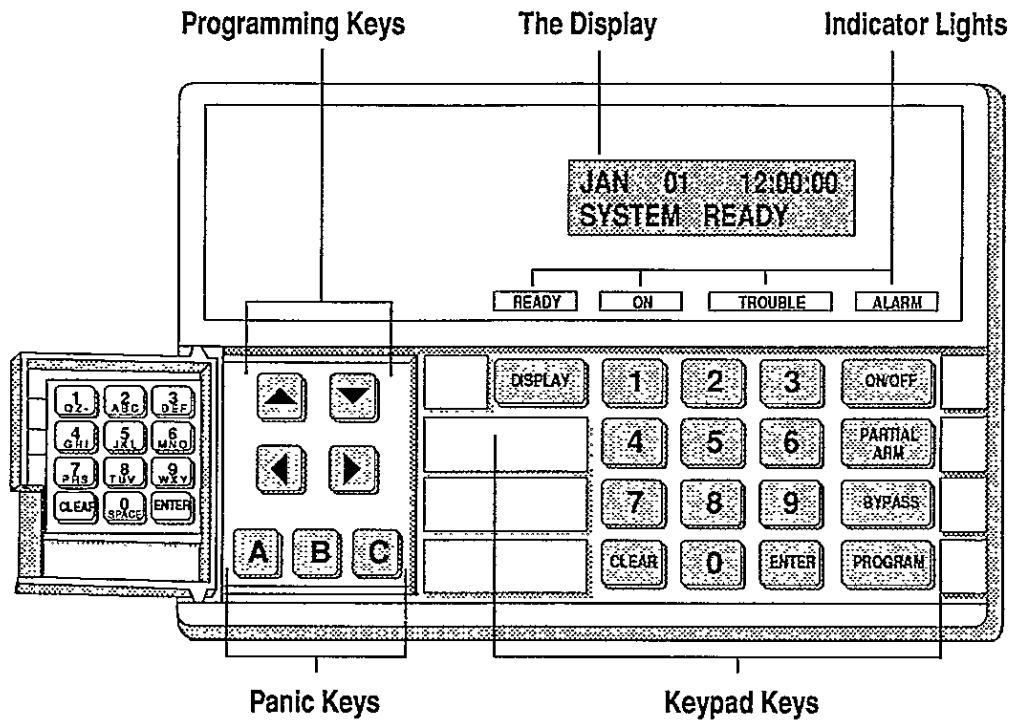


FIGURE 2: THE CONTROL STATION

**On/Off Key** Used in combination with a passcode, this key allows the area protected by your system to be fully armed or disarmed. You can use this key in combination with your passcode as follows:

- If the area is in alarm or armed in some way, a user with a high enough authority level can disarm the system using the standard passcode or by using the duress passcode (user passcode incremented by two).
- If the area is not in alarm and is disarmed, a user with a high enough authority level can fully arm the area by using the standard passcode.
- If a point which is active 24 hours a day is activated, such as a fire/smoke detector, it can be used to acknowledge and silence the alarm.

**Partial Arm Key** Used in combination with a user passcode, this key allows the user to partially arm the area using one of four choices. See "Partial Arming" in the "On/Off" section.

**Bypass Key** Used in combination with a user passcode, this key allows the user to selectively bypass zones or points in the area prior to arming. See "Selective Bypass Arming" in the "On/Off" section.

**Program Key** Used in combination with a user passcode, this key allows you to access the Programming Mode. The functions that a user can access are dependent upon that user's authority level.

In the Programming Mode (see Fig 1) it can also be used to advance through the Main System Menu.

In the Programming Mode Event Log submenu, it can be used to scroll through events.

**Enter Key** If the control station has a special activation (refer to the System Information at the beginning of this guide for special activation assignments), the user passcode in combination with the "Enter" key allows the user to activate this feature. The feature remains active until its time expires.

In the Programming Mode (see Fig 1), it is used to enter into a submenu from the Main System Menu or accept changes made to the submenu entry and advance to the next item.

This key can also be used to initiate a Quick Command.

**Clear Key** The "Clear" key can be used to silence an event alert tone. If pressed a second time, it will clear most system trouble conditions after they have been silenced.

This key is also used to abort the current operation, or if in a Programming Mode submenu, it aborts the current entry and saves any changes which occurred before the "Enter" key was last used.

In the Programming Mode Event Log submenu it aborts the Event Log function and returns to the idle display.



## Programming Keys

**Up and Down Arrow Keys** In the Programming Mode Main System Menu (see Fig 1), these keys are used to advance through the programming options.

Within the Users programming option of the Programming submenu, these keys are used to advance through the users that may be programmed. When programming a user name, they are used to increment up and down the alphabet while in an entry field or to change the options available for the program item.

In the Event Log submenu, these keys are used to scroll through events.

**Left and Right Arrow Keys** In the Programming Mode's Programming submenu, these keys are used to change programming options. Within certain programming options, it can be used to change the cursor position.

In the Event Log submenu, these keys are used to toggle between the event type and additional event information.

## Panic Keys

**Auxiliary Keys A, B, and C** When held down for approximately three seconds, these keys can be used to activate separate auxiliary alarms for medical, holdup, and fire alarm activation. These keys may be disabled for certain control stations. Refer to the front of the User's Guide for your auxiliary key assignments.

When programming a user name, these keys are used in conjunction with the number keys to enter text into the entry field. See Figure 4.

Within the Users programming option of the Programming submenu, the "C" key can also be used to clear all information for a particular user with the touch of a button.

In the Event Log submenu, the "C" key is used to clear the Event Log.

From the Idle state, the "B" and "C" keys can be used, following the "Enter" key, to activate the Quick Commands.

## Warning Tones

The control station emits a constant tone for most trouble conditions and alarms. Press the "Clear" key to silence the tone on all control stations.

**Your Passcode**

## Your Passcode

### How to Use Your Passcode

Your passcode is used to turn your security system on and off, program certain features of your system, reset alarms, view events previously recorded, and conduct tests. The only functions which do not require the use of a passcode are using the auxiliary keys to manually activate alarms and accessing the Quick Commands.

### Authority Levels

Each passcode is assigned an authority level between one and seven which is used to determine features available to a user. In the table to the right is a list of features available to each authority level.

Function	Authority Levels						
	1	2	3	4	5	6	7
Connect Remote Programmer	.	.	.	.	.	.	.
Special Activation	.	.	.	.	.	.	.
Full Arm	.	.	.	.	.	.	.
Partial Arm	.	.	.	.	.	.	.
Disarm	.	.	.	.	.	.	.
Telephone Voice Interface	.	.	.	.	.	.	.
Selective Bypass Arm	.	.	.	.	.	.	.
Bypass Points	.	.	.	.	.	.	.
Force Arm Points	.	.	.	.	.	.	.
Duress	.	.	.	.	.	.	.
Set the Clock	.	.	.	.	.	.	.
Point (Walk) Test	.	.	.	.	.	.	.
Entry/Exit Beep Enable	.	.	.	.	.	.	.
Exit Time	.	.	.	.	.	.	.
View Event Log	.	.	.	.	.	.	.
Change User Names	.	.	.	.	.	.	.
Change User Passcode	.	.	.	.	.	.	.
Change User Authority Levels	.	.	.	.	.	.	.
Clear Event Log	.	.	.	.	.	.	.
Clear User Record	.	.	.	.	.	.	.

FIGURE 3: AUTHORITY LEVEL PRIVILEGES

On/Off

# Turning Your Alarm System On and Off

You can turn your alarm system on and off a few different ways. Below is the basic procedure for turning your alarm system on or off. The following pages cover other ways of arming or disarming your system under special circumstances. You can use the "Clear" key to abort an arming sequence.

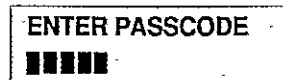
If the control station ever responds "CANNOT ARM," press the "Display" key to determine the faulted zones/points and restore them before attempting to arm again.

## To turn your alarm system on or off:

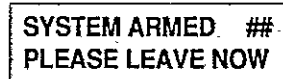
Use this sequence for both arming and disarming your entire security system.

1. Enter your passcode.
2. Press "On/Off."

If disarming, the control station returns to the idle display. If arming, the control station counts down the exit time.



ENTER PASSCODE  
\*\*\*\*\*



SYSTEM ARMED ##  
PLEASE LEAVE NOW



JAN 01 12:00:15  
SYSTEM ARMED

## Entry and Exit Times

The system provides entrance delay times to allow you to enter your house and disarm your system before it goes into alarm. The entry time starts when you violate an armed entry point (i.e. open the front door). During the entry time, the control station displays "ENTER PASSCODE TO DISARM" and may also beep. You can violate any entry point during entry time and you may also be able to pass through some motion detectors as well. If you do not disarm the system before entry time expires, it will go into alarm.

See the front of this guide for your entry points and their entrance delays.

The system also provides an exit delay time to allow you to arm the system from within your house and then leave the premises without setting off an alarm. The exit time starts when an arming is completed. During the exit time, the control station displays "SYSTEM ARMED ## PLEASE LEAVE NOW" with the exit time countdown and may also beep. You can violate any entry point during exit time, and you may also be able to pass through some motion detectors as well. If you do not violate an entry point during exit time, then the exit

time is doubled. When the exit time expires, if any entry points are violated, the exit time is extended for another two seconds during which the control station produces a tone instead of beeps. If entry points are still violated after the two seconds, then the system will start an entry time as above. When the exit time expires and no entry points are violated, but you are still in the house, then if you pass through an armed motion detector, the system will go into alarm.

## **Duress Disarm**

**AUTHORITY LEVEL 4**

A duress disarm is a special disarming sequence which disarms your security system, but it also sends a duress alarm to the central station.

The system must be armed or in alarm to use the duress disarm. For example, you can use this feature if someone is forcing you to disarm your security system against your will.

To duress disarm your system, enter your user passcode but increment it by two and press "On/Off". For example, if your passcode is 2345, enter 2347 or if your passcode is 2349, enter 2351. Your central station will notify the proper authorities upon receiving a duress disarm.

## Partial Arming

### AUTHORITY LEVEL 3

Depending on the features available with your security system, you have four options for partially arming your premises. See the System Information page at the beginning of this guide for a description of the two partial arm regions and the names assigned to each. The two partial arm regions may be armed with the entrance/exit delays either active or instant (no entrance/exit delays).

You can use the "Clear" key to abort the arming sequence.

You may switch from one partial arm to another without disarming.

### To partial arm your system:

1. Enter your passcode.

ENTER PASSCODE  
■■■■■

2. Press "Partial Arm."

Switch between choices using the "Partial Arm" key or by pressing the up and down arrow keys.

SELECT PARTL ARM  
DELY (arming label)

SELECT PARTL ARM  
INST (arming label)

3. Once the desired option appears, press "Enter" or "On/Off" to arm your system.

(arming label)  
COMPLETE

JAN 01 12:00:15  
(arming label)

If partial arming with an arming delay time, then exit time will countdown as described above. If partial arming is instant, there will be no exit countdown.

## Selective Bypass Arming

**AUTHORITY LEVEL 3**

Depending on the features available with your security system, you may be able to selectively bypass certain zones or points when arming your system. See the front of this guide for the maximum number of points that you may bypass.

A bypassed point does not cause alarms during the armed period.

A bypassed point remains bypassed until the armed period ends with a disarm. During the selective bypass arming, you may select which points you want to bypass and then arm the remaining points as normal.

You can press the "Clear" key at any time to abort the arming sequence.

**It is recommended that temporary users not be shown the bypass features.**

### To bypass zones/points:

1. Enter your passcode.
2. Press "Bypass."

```
ENTERPASSCODE
■■■■■
```

The display prompts you to enter the point ID to be bypassed.

```
BYPASSARM
ENTER PT ID 00
```

3. Enter the point number and press "Enter."

```
## (zone/point name)
ENTER PT ID 00
```

If the point can be bypassed, the top line echoes back the point ID and its name. The bottom line prompts for an additional point ID.

4. Repeat Step 3 for all points to be bypassed.

If you reach the maximum allowable bypassed points (see front of guide), the control station warns you.

5. Press the "On/Off" key to finish arming the system.

```
SYSTEM ARMED ##
PLEASE LEAVE NOW
```

The arming delay time will count down as described above.



## Force Arming and Bypassing Points

### AUTHORITY LEVEL 3

Depending on the features available with your security system, you may be able to force arm and/or bypass faulted zones and points when arming your system. See the front of this guide for the maximum number of points that you may force arm and bypass.

During any one of the previously described arming methods (full arm, partial arm, selective bypass arm), the system may detect faulted zones and/or points that cannot be armed in the usual manner. The system indicates the number of zones and points that are faulted on the top line of the display. The bottom line indicates the name of the first zone/point that is faulted.

You may force arm the faulted zone/point by pressing the "On/Off" key or bypass it by pressing the "Bypass" key. The system then displays the next faulted zone/point (if any) to be force armed or bypassed. When you have completed force arming and/or bypassing the faulted zones/points, the system shall complete arming as normal.

To get help on bypassing and force arming, press the "Display" key at any time after being prompted with the number of faulted zones/points.

You can use the "Clear" key to abort the arming sequence.

A *bypassed* point does not cause alarms during the armed period, and remains bypassed until the armed period ends with a disarm.

A *force armed* point does not cause alarms for as long as it remains force armed. It remains force armed until either the system is disarmed or the point returns to its normal condition. If the point returns to its normal condition, then the point becomes armed and may cause alarms. **Force arming of points is not available on UL Listed installations.**

**To force arm or bypass points:**

1. Enter your passcode.



2. Press "On/Off," "Partial Arm" or "Bypass" to initiate an arming sequence.
3. Perform any intermediate steps involved in the arming sequence.

Refer to the specific arming method for additional information regarding this step.

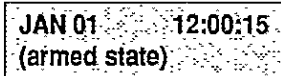
4. When the number of faulted zones/points is displayed and a faulted zone/point is also displayed, you may force arm or bypass it.



Press "On/Off" to force arm the displayed zone/point.

Press "Bypass" to bypass the displayed zone/point.

5. Repeat step 4 until arming is complete.



## Silencing Alarms

There are many audible indicators for your security system. Some indicate alarms, and others are used to indicate some type of trouble condition somewhere in your security system.

Alarms occur when an armed zone/point is violated or tampered with, a smoke detector is activated, or an auxiliary alarm key is manually activated.

Depending on features available with your security system, alarms *may* cause a message to be displayed on the control stations, sound a constant tone at the control stations, and/or sound an external siren.

After disarming from an alarm condition, the last alarm event will be displayed on the control stations. You can review all the alarm events by pressing the "Display" key. To clear the alarm memory, press any other key. The alarm events may always be reviewed later in the Event Log.

Troubles, on the other hand, indicate to you that some part of the security system needs attention. Troubles *will* cause a message to be displayed on the control stations usually with a constant tone. (See the System Troubles section).

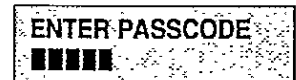
### Oops!

Since an alarm may be reported to your central station, if you accidentally set off an alarm, notify your alarm company and cancel the report.

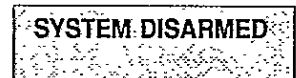
You may have to wait a few seconds, because the security system automatically seizes the phone line to notify the central station.

#### To silence an alarm:

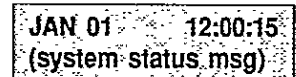
1. Enter your passcode.
2. Press "On/Off."



ENTER PASSCODE  
■■■■■



SYSTEM DISARMED



JAN 01 12:00:15  
(system status msg)

### **To silence a trouble:**

**1. Press "Clear."**

The message may or may not disappear. Most trouble conditions are reset when the cause of the condition has been cleared (i.e., an AC Failure clears when the AC has been restored).

**2. Press "Clear." a second time to clear the following conditions.**

Log Nearly Full,  
Failed To Comm,  
Memory Failure,  
RF Jamming,  
No KPD Response

In those situations where the trouble condition can not be cleared, contact your installing company.

**Silencing Alarms**

Programming

## Programming Your System

Depending on the authority level assigned to your passcode, some of the features discussed may not be available to you.

The "Programming" submenu consists of two programming options; Area Definitions (Authority Level 4) and Users (Authority Level 6).

To enter into the programming options from the "Programming" submenu, press "Enter." Use the left/right arrow keys to switch between options.

Press "Enter" from a programming options to access individual items. Programming each item is discussed in this section.

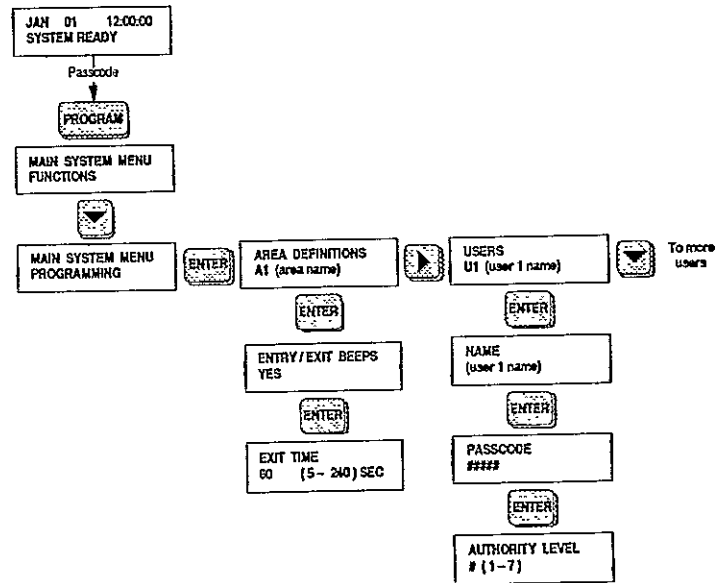


FIGURE 4: ACCESSING THE "PROGRAMMING" SUBMENU

## Changing Area Definitions      AUTHORITY LEVEL 4

There are two different programming items for Area Definitions, entry/exit beeps and exit time.

### Entry/Exit beeps

After arming your system, you have a certain amount of time to exit the premises (exit time). When entering the premises through an armed entry point, you have a certain amount of time to enter the premises and disarm (entry time). This feature allows you to set whether or not the control stations beep during entry and exit times.

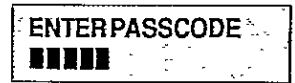
### Exit Time

The exit time is used to determine how much time you have to exit the premises after arming your security system. If you change the exit time, it is recommended that you notify other users of the change. Make sure you allow yourself enough time to exit the premises. Should you exit after the exit time has expired, an alarm may sound. If arming with a delay time, the delay time will count down until the exit time expires. If the arming is from a control station and if no entry point is opened during the countdown, the arming delay time will double. If arming is instant, there will be no exit countdown. When exit time ends, if an entry point is faulted, the exit time is extended for another two

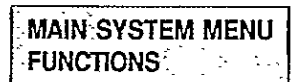
seconds during which each keypad produces a tone instead of beeps. If an entry point is still faulted after the two seconds, then the system starts entry time.

### To change the area definitions:

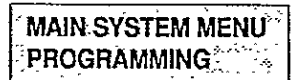
1. From the idle display, enter your passcode.



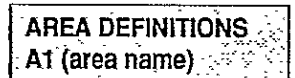
2. Press "Program."  
You are now in the Programming mode.



3. Press "Program" or the down arrow key until PROGRAMMING appears.



4. Press "Enter."



5. Press "Enter."





To set entry/exit beeps program item, use the up/down arrow keys to toggle between options.

6. Press "Enter."

You are advanced to the next programming item.

```
EXIT TIME . . . . .
## . . . (5 - 240) SEC
```

Enter the new exit time in seconds. You can enter any numbers from five to 240 seconds (four minutes). Use the left/right arrow keys to move from left to right on the bottom line. You can change the numbers with the keypad or use the up/down arrow keys to sequence through the numbers.

7. Press "Enter."

This accepts your entry and cycles you back to the beginning of the programming items.

```
AREA DEFINITIONS
A1 (area name)
```

8. Press "Clear" to return to the idle display.

You can press "Clear"

```
JAN 01 . . . . . 12:00:15
(system status msg)
```

at any time to exit out of the menu. All changes made prior to the last "Enter" are saved.

## Programming User Information **AUTHORITY LEVEL 6**

In this programming option, you can change user information such as the user name, passcode, and authority level assigned to the user.

The user name appears in the Event Log to keep track of who armed and disarmed the system.

You cannot change your own authority level to a higher level. If you change it to a lower level, remember that you may lose feature capabilities not available to a lower authority level.

If you want to clear out all of the user information for a particular user, you can press the Aux "C" key when the user is first displayed (before pressing "Enter").

When you are changing a user name, you are required to enter letters or numbers. You can enter them in one of three different ways.

1. To enter number, you can press the numbers on the keypad. You are automatically advanced to the next cursor position for another entry.
2. To enter letters, press one of the auxiliary keys (A, B, or C) followed by the corresponding number as shown in Figure 5. You are automatically advanced to the next cursor position for another entry.

The first letter on the number key can be entered by pressing the Aux "A" key followed by the number. The second letter on the number key can be entered by pressing the Aux "B" key followed by the number. The third letter on the number key can be entered by pressing the Aux "C" key followed by the number. For example, Aux "B" followed by a "4" key produces an 'H'.

Any aux key followed by the "0" key creates a space.

3. Use the up/down arrow keys to sequence through number, letters, and symbols. Symbols (i.e., (: ; < = > @ [ ] ^ \_ ! " # \$ % & ' ( ) \* + , - . /) can only be entered using this method. When using this method you must use the left/right arrow keys to advance to the next cursor position.

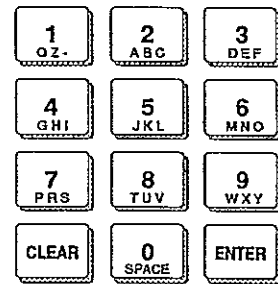


FIGURE 5: ALPHANUMERIC POSITION OF THE KEYPAD

**To change User information:**

1. From the idle display, enter your passcode.
 

ENTER PASSCODE  
 ■■■■
2. Press "Program."  
You are now in the Programming Mode.
 

MAIN SYSTEM MENU  
 FUNCTIONS
3. Press "Program" or the down arrow key until PROGRAMMING appears.
 

MAIN SYSTEM MENU  
 PROGRAMMING
4. Press "Enter."
 

AREA DEFINITIONS  
 A1 (area name)
5. Press the right arrow key.  
This advances you to the User information.
 

USERS  
 U1 (user 1 name)
6. Use the up/down arrow keys to scroll to the user you want to change.  
To clear all of the information for the displayed user, press the Aux "C" key (optional). [Level 7]
7. Press "Enter."
 

NAME  
 (user name)

To change the user name, enter up to 13 characters maximum. Refer to Figure 5 for entering letters.

8. Press "Enter."
 

PASSCODE  
 #

You are advanced to the next programming item.  
To set a user passcode, enter up to five numeric characters using the keypad (no leading zeroes). A minimum of three digits is required for UL Listed systems. For authority Level 6, skip to Step 10.
9. Press "Enter."
 

AUTHORITY LEVEL  
 # (1 - 7)

You are advanced to the next programming item.  
To change the user authority level, enter a number between 1 and 7 (Refer to Figure 3 for Authority Level Privileges).
10. Press "Enter."
 

USERS  
 U# (user name)
11. Press the up/down arrow keys to access the next user.  
Repeat steps 6-10 for additional users.
12. Once you have made all of the changes necessary, press "Clear" to return to the idle display.
 

JAN 01 12:00:15  
 (system status msg)

**Systems Tests**

## Point Test

**AUTHORITY LEVEL 4**

A point test is used to test all of the points in your security system to make sure they are working properly. It is recommended that you do a point test monthly.

You can exit the test at any time by pressing "Clear."

### To conduct a point test:

1. From the idle display, enter your passcode.
2. Press "Program."  
You are now in Programming Mode.
3. Press "Program" or the down arrow key until TESTS appears.
4. Press "Enter."

ENTERPASSCODE

MAIN SYSTEM MENU  
FUNCTIONS

MAIN SYSTEM MENU  
TESTS

TESTS  
POINT TEST

5. Press "Enter."

POINT TEST 1:45

To conduct a point test, move around your premises and activate various points to test the status of each. While you are in Point Test Mode, a clock on the top line counts down the number of minutes and seconds you have to conduct your walk test, and the bottom line indicates the points you are testing.

If the clock has counted down to less than three minutes, but you need additional time to finish your test, you can press "Enter" to reset the clock back to three minutes.

## Testing Alarm Audibles

UL Listed burglar alarm systems which have separate audible sounding devices, require a weekly test.

### To test alarm audibles:

1. **Notify your central station that you are conducting an audible test.**
2. **Arm your security system using one of the arming methods previously discussed.**
3. **Activate an alarm.**  
The control station and the separate audible device should sound an audible alarm.
4. **Enter your passcode at the control station and press "On/Off."**  
This acknowledges and silences the alarm.
5. **Press "Clear " to clear the alarm memory.**

6. **Notify the central station that the test has been completed.**

Let your installation company know if the audible alarm did not activate.

**Note: For UL Listed installations, this test should be performed under AC-and-battery and battery-only conditions. If the sound of the audible alarm(s) with the battery-only is lower than with the AC-and-battery, have your installer replace the battery.**

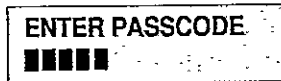
**Misc. Operations**

## Special Activation

Depending on the features available with your alarm system you may have special activations that can be used. Refer to the front of this guide for special activations from the control stations. A special activation may be a door strike or a light, etc. The activation may be timed or you may be able to turn it on or off.

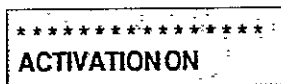
### To activate a special activation:

1. Enter your passcode.



2. Press "Enter."

A duress passcode may be used with the special activation feature. The special activation shall work as normal, but a duress alarm shall be sent to the central station. This feature can be useful if someone is forcing you to open a door against your will. Your duress passcode is your user passcode incremented by two. For example, the passcode 2345 would become 2347 and 2349 would become 2351.



## Quick Commands

Allow you to easily reset the smoke detector and enable the chime. To use the Quick Commands, press "Enter", then "B" to reset the smoke detector or "Enter", then "C" to enable/disable the chime.

### Chime Enable

When the system is disarmed, a chime sounds at the control station(s) when a chime monitor point is violated. The chime is used to monitor points without arming the system or causing alarms. This feature allows you to turn the chime on or off.

### Resetting Smoke Detectors

If a smoke detector is connected to Zone 1 and the detector goes into alarm, you must manually reset it at a control station.

The smoke detectors are restored to a ready state. If they do not restore, repeat the previous steps. If the detectors do not reset after a second time, call your installing company.



## Remote Connection

### AUTHORITY LEVEL 1

This feature is used to manually connect the panel to your alarm company's remote programming computer over the telephone line. The alarm company will call and request that you complete the following steps. The alarm company can then make any necessary programming changes.

#### To connect to a Remote Programmer:

1. From the idle display, enter your passcode.

ENTER PASSCODE



2. Press "Program."  
You are now in the Programming Mode.

MAIN SYSTEM MENU  
FUNCTIONS

3. Press "Enter."

FUNCTIONS  
CONNECT TO REMOT

4. Press "Enter."  
The panel seizes the telephone line.

CONNECT TO REMOT  
COMPLETE

Note: This feature is not operational in UL Listed installations

## Changing the Clock

AUTHORITY LEVEL 4

### To change the time and date:

1. From the idle display, enter your passcode.

```
ENTER PASSCODE
■■■■■
```

2. Press "Program."  
You are now in Programming Mode.

```
MAIN SYSTEM MENU
FUNCTIONS
```

3. Press "Enter."

```
FUNCTIONS
CONNECT TO REMOT
```

4. Press "Program" or the down arrow key until SET SYSTEM CLOCK is displayed.

```
FUNCTIONS
SET SYSTEM CLOCK
```

5. Press "Enter."

Enter the date and time in the format shown on the display to the right (mm/dd/yyyy hh:mm). The clock uses a 24 hour format, i.e., 2 :00 PM is 14:00 hours.

```
SET SYSTEM CLOCK
04/23/1992 13:45
```

Use the left/right arrow keys to move from left to right on the bottom line. You can change the numbers with the keypad or use the up/down arrow keys to sequence through the numbers.

6. Press "Enter."

This accepts your entry and returns you to the idle display. Your date and time adjustments appear on the top line.

```
JAN 01 12:00:15
(system status msg)
```

You can also press "Clear" to escape the operation without making any changes.

## Event Log

### AUTHORITY LEVEL 5

The Event Log is used to store events which have occurred with your security system.

#### To view events in the Event Log:

1. From the idle display, enter your passcode.

```
ENTER PASSCODE
■■■■■
```

2. Press "Program."  
You are now in the Programming Mode.

```
MAIN SYSTEM MENU
FUNCTIONS
```

3. Press "Program" or the down arrow key until EVENT LOG is displayed.

```
MAIN SYSTEM MENU
EVENT LOG
```

4. Press "Enter."  
While you are viewing events, you can use the "Display" key to display help information on the top line regarding keys you can use while in the Event Log.

```
001 JAN 1 12:20
(event name)
```

```
001 JAN 1 12:20
(source of event)
```

The top line displays the event number and the time and date of the event. The bottom line displays the event. The left/right arrow keys display additional information about the event on the bottom line.

You can use the "Program" key or the up/down arrow keys to scroll through the events stored in the Event Log.

You can press "Clear" to exit the Event Log and return to idle.

Authority Level 7 users can clear the Event Log of all events.

#### To clear the events from the Event Log:

1. From the Event Log display, press the "Aux C" key.

```
099 JAN 1 16:05
(event)
```

2. Press "Aux C" again to confirm.

```
PRESS AUX-C AGAIN
TO CONFIRM CLEAR
```

You can press "Clear" to abort this action and return to viewing the Event Log.

```
EVENT LOG CLEARD
```

## Telephone Voice Interface

**AUTHORITY LEVEL 3**

The Telephone Voice Interface (TVI) allows a user to call up the panel and use a telephone as a keypad to perform various functions on the user's area. All of these functions are done over the telephone. This feature only functions with telephones that produce a tone for the entire time that a key is pressed.

You can access the panel from inside or outside the premises.

**Note:** This feature is not operational in UL Listed installations.

### To access the panel from outside the premises (no Answering Machine (Override):

1. Call the premises and let the phone ring until the system answers.
2. Within 12 seconds *after* the phone is answered, press and hold the “#” key for two seconds.

### To access the panel from outside the premises (with Answering Machine Override):

1. Call the premises and let the phone ring three times or less. Then hang up.

2. Call back between 10 and 40 seconds after the first call.
3. The system will answer on the first ring of the second call. Within 12 seconds after the phone is answered, press and hold the “#” telephone key for two seconds.

**When the system answers the phone in either of the preceding situations, it will sound a short tone over the phone to indicate that it has answered.**

### To access the panel from inside the premises:

1. Press and hold the “#” key for two seconds at any time other than within the first fifteen seconds after a call has been answered. This can be done from the dial tone or from a call in progress. The system will connect to the *inside* line.
2. If a person answers the phone from an incoming call and then presses and holds the “#” key for two seconds within 15 seconds after answering the call, the system will connect to the *outside* line, allowing the caller access to the system.

## To access the TVI:

If the TVI is not currently available, you will hear, "System Not Ready, Good-Bye," and the system will be disconnected.

If the TVI is available, you will hear, "Enter Passcode."

1. **Wait one full second after "Enter Passcode." Then enter your passcode into the telephone keypad followed by "#."**

If the passcode entered is not valid, you are prompted again with "Enter Passcode." If a valid passcode is not entered within three tries, the system responds with "Good-Bye." The phone is then hung up and the TVI is locked out for ten minutes.

2. **You have one of the following options:**

If no keys are pressed, the system times out within 30 seconds.

**If a valid duress passcode is entered :**

The system responds with "System Disarmed, Good-bye" and the phone is hung up. A duress report is sent to the central station. If the system is armed or in alarm, then the system is also disarmed.

**If a valid passcode is entered, but the area is in Point Test:**

The system responds with "System In Point Test, Good-bye" and the phone is hung up.

**If a valid passcode is entered, and the area is not in Point Test:**

The system responds with "Ready." You can press "8" to receive a status report on the area. The panel responds as follows:

- If an alarm condition is present, then you will hear "System In Alarm."
- Otherwise, you will hear the area's armed state  
"System Armed,"  
"System Armed Partial One,"  
"System Armed Instant Partial One,"  
"System Armed Partial Two,"  
"System Armed Instant Partial Two,"  
"System Disarmed"

followed by "No AC Power" if appropriate or "Service System" if any other trouble conditions are present. If the area is disarmed, the status report concludes with "System Ready to Arm" or "System Not Ready to Arm" depending on whether or not there are any faulted points.

You can press "\*" at any time to end the session. The system responds with "Good-bye" and the

phone is hung up.

If an alarm goes off during a TVI session, then the system interrupts with "Line Seized" and the phone is hung up so the alarm can be reported.

**If the area is armed or in alarm:**

You can press "9" to disarm the area. The system responds with "System Disarmed, Ready."

If enabled, the Cancel Burglar Report event will cause the system to seize the telephone line to report the disarming. The system will indicate line seizure with "Good-bye" prior to terminating the connection.

**If the area is disarmed or partially armed:**

You can perform any of the following functions by pressing the corresponding number of the telephone keypad.

- 1 Partial Arm with Delay (Partial Arm #1)
- 2 Partial Arm Instant (Partial Arm #1)
- 3 Partial Arm with Delay (Partial Arm #2)
- 4 Partial Arm Instant (Partial Arm #2)

The regions these functions arm are identified in the front of this guide.

- 5 Full Arm

**If you attempt to arm an area that is already fully armed:**

The system responds with "System Armed."

**If you attempt to arm an area that is in alarm:**

The system responds "System In Alarm, Please Disarm."

**If arming cannot be completed due to faulted zones/points:**

The system responds with "System Not Ready to Arm".

**If arming can be completed with manual bypassing and/or force arming of faulted zones/points:**

The system prompts you with "(Zone or Point Identifier) Not Ready."

You may press "6" to bypass the faulted zone or point. The system will respond "(Zone or Point Identifier) Bypassed" and continue arming.

You may press "7" to force arm the faulted zone/point. The system will respond "(Zone/ Point Identifier) Force Armed" and continue arming.

You can repeat the above for all faulted zones/points in the arming region or you may abort this

arming method at any time by pressing the "\*" key. The system will respond with "(the previous arming state of the area)". If the system was previously partially armed, then the system will continue with "Good-bye" and hang up.

**When arming is completed.**

The system responds with the new arm state

"System Armed" (Full Arming)

"System Armed Partial One"

"System Armed Instant Partial One"

"System Armed Partial Two"

"System Armed Instant Partial Two"

"System Disarmed"

In a Full Arm or a Partial Arm with Exit Delay, the system also responds with "Exit Now" and starts the exit time. Exit time will not be doubled when arming from the TVI.

Finally, the system says "Good-bye" and hangs up so that it can report the arming to the central station.

**Troubles & Events**



## System Troubles and Events

If the system does not appear to be operating (i.e. the display is blank) or if the system is causing any problems with your phone system, then call your installing company for repairs. (The phone number is listed in the front of this manual.)

All trouble conditions are displayed on your control station(s) until you acknowledge them and the trouble condition is cleared. You can acknowledge a trouble condition by pressing the "Clear" key. Several conditions may clear themselves automatically, such as AC Power Failure and Panel Battery Low. Other conditions may be cleared by pressing the "Clear" key a second time.

If any of the following events occur, they should be automatically reported to the central station by the system. In some cases, the trouble condition may prevent the events from being reported. You should call your installing company for repairs.

**FAILED TO COMM** The system was unable to reach the central station by telephone to report an event.

**MEMORY FAILURE** The system's memory has been corrupted.

**NO COMMUNICATION FROM CONTROL** The system has had a catastrophic failure.

If any of the following events occur, they should be automatically reported to the central station by the system.

**AC POWER FAILURE** The electrical power has been out for the time specified in the front of this manual (the system is running off of its battery).

**DEVICE LOW BATT** A pendant's battery needs to be replaced.

**NO KPD RESPONSE** A control station is disconnected or not functioning.

**PANEL BATT: LOW** The system's backup battery needs to be replaced.

**POINT LOW BATT** A wireless point's battery needs to be replaced.

**PT NOT REPORTING** A wireless point failed to report in on time.

**RF JAMMING** The system is experiencing radio interference.

**TAMPERED POINT** A hardwired zone or wireless point was tampered with while it was armed.

**TROUBLED POINT** A hardwired zone or wireless point was tampered with while it was disarmed.

**LOG NEARLY FULL** Indicates that your Event Log has reached the 80% full point. The installing company is responsible for emptying your Event Log. Just press "Clear" to acknowledge the event.

## Glossary

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## Glossary

**Area** The control stations, zones, and wireless points that make up your security system and work with your passcode.

**Authority Levels** Each passcode is assigned an authority level between one and seven which is used to determine features available to a user.

**Bypassing Points** Allows you to arm your system even if there are faulted zones/points. The bypassed points are not armed.

**Duress Passcode** Your normal passcode incremented by two (i.e., if your passcode is 2345, enter 2347). It is used to disarm your system or special access and at the same time send a duress report to your central station.

**Entry Point** Usually a door, specifically a major access. It allows you to enter the armed premises (starting the entry delay time), allowing you to disarm the system before the alarm is activated. A non-entry point automatically activates an alarm.

**Event Log** A buffer used to store events which have occurred on your system, such as armings and disarmings, alarms, etc.

**Faulted** When your alarm system is disarmed and a protected point (such as a window or door etc.) is open it is faulted.

**Force Arming** Allows you to arm your system even if there are faulted zones/points. If the zone/point returns to normal while the system is armed, the zone/point is armed and included back in the system.

**Idle Display** The top line displays the current time and date, and the bottom line gives you the current status of your system.

**Panic Keys** Also called the Auxiliary or A, B, C keys are located inside a door on the Control Station. The function of these keys are identified in the front of this guide.

**Partial Arm Delay** Arming a pre-selected region of your premises with the entry point and exit time delay *enabled*. Typically used for arming while at home.

**Partial Arm Instant** Arming a pre-selected region of your premises with the entry point and exit time delay *disabled*. Typically used for arming at night.

**Passcode** A multi-digit number assigned to each user to arm, disarm, and access features of the control station and the security system.

**Programming Keys** The up/down, left/right keys found inside the door on the control station.

**Point** A wireless transmitting sensor.

**Zone** A hardwired loop, consisting of one or more hardwired sensor points.

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