Concord 4 User Manual

interlogix
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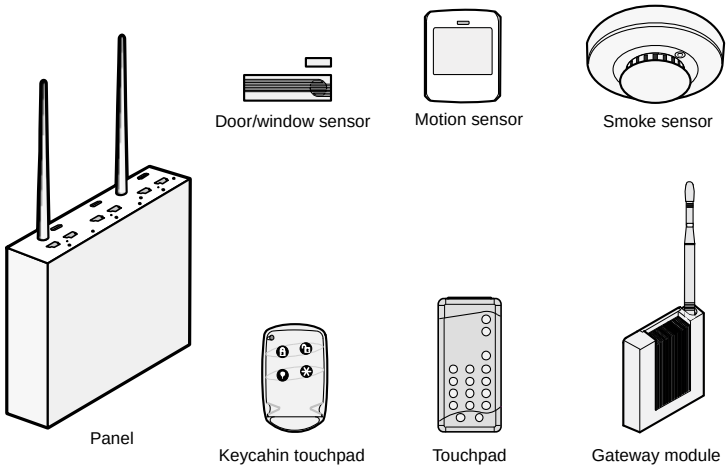
Introduction

This section provides an overview of your Concord 4 including basic commands and system components.

Product overview

Your security system consists of different components. Each component plays a special role in system operation.

Figure 1: System components



Components include:

- **Panel.** The panel circuitry is enclosed in a steel cabinet and is installed out of the way of household or workplace traffic. The panel monitors all sensors and devices in the system and initiates a call to the central monitoring station in an alarm situation.
- **Touchpads.** Touchpads let you communicate with and control the system. You will use a touchpad to arm, disarm, and program your system.
- **Door/window sensors.** Door and window sensors protect the perimeter of your home by detecting when a door or window is opened.
- **Motion sensors.** Motion detectors in hallways or individual rooms detect a person moving across the field of detection.
- **Environmental sensors.** Environmental sensors, such as smoke, heat, and carbon monoxide detectors, remain alert for the presence of fire or carbon monoxide 24 hours a day.

Your system may include optional components that add capability to:

- Control heating/air conditioning.
- Report alarms by cellular phone link in case landlines are down or inoperative.
- Control/monitor the system from on- or off-site using a touchtone phone or via the Internet.

System communication

Touchpads let you communicate with the system. System touchpads include:

- **Alphanumeric and fixed display touchpads.** These touchpads are mounted on a wall and provide system information by LEDs and/or displaying text messages.
- **Wireless handheld touchpads.** These touchpads can be carried from room to room and used to control the system from many locations on site.
- **Keychain touchpads.** These touchpads are handy for simple arming and disarming functions. They are wireless and can be carried off-site in a purse or pocket. They can be programmed to operate a gate, garage door, or activate a police or auxiliary panic alarm.
- **Touchtone phones.** Your system can be set up for system operation from a touchtone phone on- or off-site. This includes arming and disarming, checking system status, and turning on and off lights. For more information, see “Touchtone phone” on page 52.

Most of your instructions for the system consist of this basic pattern:

Command, access code

Not just anyone can walk up to a touchpad and operate your security system. Before the system will process most commands, you are required to enter a four-digit access code. Keychain touchpads do not require an access code, but are usually kept in an individual’s pocket or purse.

If you would rather use an actual key to arm and disarm the system, your security dealer can install a special key and keyswitch in your home.

Basic commands

Table 1 below shows the basic commands.

Table 1: Basic commands

Command	Instructions
Disarm the system	Press 1, *code.*
Cancel an accidental alarm	Press *code* or press 1, *code.*
Arm to Level 2 (stay)	Press 2, *code.* If the quick arm feature is on, an access code is not required.
Arm to Level 3 (away)	Press 3, *code.* If the quick arm feature is on, an access code is not required.
Send a police alarm	Press and hold both Police buttons for 2 seconds.
Send an auxiliary alarm	Press and hold both Auxiliary buttons for 2 seconds.
Send a fire alarm	Press and hold both Fire buttons for 2 seconds.
Arm system with no delay	Press 2, *code*, 4 (Level 2), or press 3, *code*, 4 (Level 3). If the quick arm feature is on, an access code is not required.
Arm system for latchkey	Press 2, *code*, 6 (Level 2), or press 3, *code,* 6 (Level 3). If the quick arm feature is on, an access code is not required.
Bypass a sensor	Indirectly: Press 2, *code*, # (Level 2), or press 3, *code*, # (Level 3). Directly: Press #, *code*, *sensor number.* If the quick arm feature is on, an access code is not required.
Arm system silently	Press 5, 2, *code* (Level 2), or 5, 3, *code* (Level 3). If the quick arm feature is on, an access code is not required.
Arm system with exit light off	Press 2, *code*, 0 (Level 2), or 3, *code*, 0 (Level 3). If the quick arm feature is on, an access code is not required.
Turn all lights on/off	Press 0, 0.
Turn specific lights on/off	Press 0, *light number.*
Check the system status	Short status: Press *. Full status: Press *, *.
Turn chime on/off	Press 7, 1.
Turn energy saver on/off	Press 7, 2.
Disable local phone access (phone command only)	Press #, 7, 3 or wait 5 seconds after picking up the phone. Your installer can disable local phone control if desired.
Check alarm memory	Press 7, 6.
Activate output	Press 7, 7, *output number* (1 to 6). This must be set up by the installer.
View event history	Press 8, *code*, 8.

Beeps and LEDs

Touchpads and interior sirens produce a variety of operating beeps to inform you of different system states and operations.

Key beeps

A key beep is the tone you hear when you press a button on an alphanumeric, fixed display, or handheld wireless touchpad. The sound confirms that the button was pressed adequately. Key beeps can be turned on or off by the installer.

Status beeps

Status beeps come from the touchpads, sirens, or speakers and sound when there is a change in the status of the system. Status beeps are not alarms, but they do warrant your attention.

There are different types of status beeps:

- **Exit delay beeps.** Indicate that an arming command has been entered and the countdown to arming has begun.
- **Entry delay beeps.** Indicate that you have entered the building and the countdown to an alarm has begun. (So, disarm the system as soon as you get in.)
- **Protest beeps.** Indicate that you are trying to arm the system with an open door or window.
- **Chime feature beeps.** Indicate when a door or window is opened.
- **Trouble beeps.** Indicate a problem with the system or one of its components. See “Trouble beeps and messages” on page 66.
- **Sensor test beeps.** Indicate that a sensor was tested properly during a sensor test.

Status beeps are described in more detail in “System sounds” on page 27

LEDs

Some touchpads have two LEDs that indicate the current system status at a glance. The red LED is labeled *Armed*; the green LED is labeled *Ready*. Table 2 below explains LED behavior.

Table 2: Status LEDs

System status	Red armed LED	Green ready LED
Exit delay	Flashing	
Armed to Level 1 (off)	Off	On
Armed to Level 2 (stay) or Level 3 (away)	On	
Entry delay	Flashing	Off
System trouble (check system status) protest		Off
System OK		On

Basic operation

This section provides a description of basic operations.

Alarm condition

In an alarm condition, the following occurs:

- Speakers and touchpads emit emergency tones. (Your system may or may not be monitored. If it is not monitored, no central station reports will be made.)
- System lights flash (requires optional equipment and programming).
- Panel notifies central monitoring station for help (monitored systems only).
- Pagers are notified of the event (requires optional programming).

Fire and smoke alarms

Systems with smoke and/or heat detectors monitor for smoke and/or fire 24 hours a day in all arming levels. During a fire alarm, system sirens sound a loud temporal tone to alert you of a fire alarm. Individual sensors also have built-in sounders to alert occupants.

You must respond quickly to fire alarms to ensure your safety and the safety of others.

Be prepared in case of a fire alarm:

- Plan escape routes. We recommend two escape routes per room. See “Emergency planning” on page 84 for more information.
- Use a different escape route if closed doors feel warm or hot to the touch.
- Emphasize that everyone should escape as quickly as possible. Do not gather any belongings, which could delay you from getting out of the building safely.
- Crawl and hold your breath as much as possible to help reduce smoke inhalation during your escape.
- Meet at a designated outdoor location.
- Emphasize that no one should reenter the building if a fire exists.
- Notify the fire department from a safe location (if the system is not monitored).

Automatic and manual fire alarms

Automatic fire alarms occur when a smoke or heat sensor detects the threatening condition (smoke/heat from a fire) and trips the panel, causing alarm sirens to sound. Manual fire alarms are initiated by a person pressing the fire emergency

panic buttons on a system touchpad or activating a manual pull fire device, causing alarm sirens to sound.

Note: While most alarms can be canceled or aborted to prevent reporting to a central monitoring station, fire alarms cannot be aborted and are always reported. Since many communities charge for dispatching the fire department in error, your dealer may give you specific instructions to follow in the event of an accidental fire alarm. Record these instructions in your “Accidental smoke and fire alarms” on page 77.

If the system goes into a fire alarm automatically:

1. Immediately exit the building.
2. Notify the fire department from a safe location (if the system is not monitored).

If you discover a fire emergency before the system goes into alarm automatically:

1. Press and hold both Fire buttons for 2 seconds on the nearest touchpad or activate a manual fire pull (this must be enabled in programming).
2. Evacuate all occupants from the building.
3. Notify the fire department from a safe location (if the system is not monitored).

WARNING: Do not reenter the building if sirens stop. The sirens in your system are programmed to stop after a certain amount of time. This does not mean it is safe to reenter the building. Only fire department personnel can determine when it is safe to reenter.

Clearing alarms and resetting smoke detectors

Wireless smoke sensors reset automatically, once they are clear of smoke. Some hardwired smoke detectors must be manually reset once they are clear of smoke. Check with your installer for reset procedures for your system.

To clear an alarm condition caused by wireless smoke sensors, press 1, *code*. Touchpads display the sensors that caused the alarm (alarm memory). If sirens were still active, they will stop.

To clear an alarm condition caused by hardwired smoke sensors and reset the detectors, press 1, *code*. Touchpads display the zones that caused the alarm (alarm memory). If sirens were still active, they will stop. The light on the smoke detector remains lit until it is reset. Press 1, *code* again to reset hardwired detectors and clear alarm memory.

Note: In some cases, your installer may have installed a smoke detector reset switch. If so, press and hold the switch for at least 1 second, then release it to reset smoke detectors.

The system may go into alarm again after you clear the alarm and reset smoke detectors. This usually indicates that there is still smoke in the chamber inside the detector, even though you may not see any smoke near it. You may need to clear this condition by fanning the air near the detector for a few seconds, and then use the appropriate procedure again.

Preventing accidental alarms

Most accidental alarms occur when leaving the premises after arming the system, or upon returning, before disarming the system. For example, if you arm the system then run upstairs for something you forgot, the exit delay time may expire. Once the exit delay expires, opening an armed door or moving in front of a motion detector will cause an alarm.

Use the following guidelines to prevent accidental alarms:

- Close all doors and windows before leaving.
- Gather your belongings so you can exit immediately after arming the system.
- Always enter and exit within the programmed delay times.
- Make sure you leave through a designated delay door.
- Disarm your system immediately upon entry.
- Get familiar with all devices in your security system and lean how each one operates.
- If you have pets, ask your installer if you need pet lenses in your motion detectors.
- Check the location of smoke detectors. Smoke detectors located too close to bathrooms and kitchens can trip from steam or smoke from cooking.
- Take note of system beeps, voice announcements, and indicator lights that indicate the current system status.

Aborting accidental alarms

Your installer can set your system to let you abort an accidental intrusion, police, or auxiliary alarm.

If the dialer abort feature is turned on, disarming the system within a specified time will silence sirens and prevent the system from reporting to the central monitoring station (thus aborting the alarm). Your system will display REPORT ABORTED for a few seconds, if you disarm before the alarm is reported. If you don’t disarm in time to abort the central station report, the system automatically sends an alarm-cancelled report to the central station when the system is disarmed. Follow the procedures of your central station to prevent a false dispatch. See “Dialer abort” on page 77 to determine if this feature is enabled for your system.

The dial abort feature is factory set to 30 seconds. Your installer can change this setting from 15 to 45 seconds.

Note: Remember that fire alarms cannot be aborted/canceled. Disarming a fire alarm will only silence sirens, but the alarm is still reported. If an accidental fire alarm sounds, follow the procedures of your central monitoring station to prevent dispatching authorities.

To cancel a police (intrusion) or auxiliary alarm:

1. Press 1.

   Touchpads display `ENTER CODE`.

2. Enter your access code.

   Touchpads display date and time or programmed idle text. The system sounds one long beep.

Note: Programmed idle text typically identifies the property (for example, “The Jones”) and is programmed by your installer.

If you are using a touchtone phone, see “Touchtone phone” on page 52.

Arming and disarming

When arming the system, you are turning on intrusion detection. When disarming the system, you are turning off intrusion detection. Since your security needs may vary throughout the day, your system has three levels to meet these different needs. By setting your system to a particular level, only those sensors programmed to detect in that level will activate an alarm.

- Level 1 (off)
- Level 2 (stay)
- Level 3 (away)

Note: No matter which level your system is set to, sensors programmed as active 24 hours a day (smoke sensors, heat sensors, panic buttons, and environmental sensors) continue to monitor for and report alarm conditions.

Level 1 (off)

Use Level 1to:

- Cancel an alarm and stop sirens.
- Disarm the system when entering the armed premises (through a designated delay door). Entry delay beeps sound to remind you that the system is armed and you must disarm it.

Note: Entry beeps are silenced after the first keypress. They will restart after 5 seconds with no key presses. You must enter your access code to completely disarm the system.

- Disarm the system before opening a door or window while the system is armed.

To arm to Level 1 using a keychain touchpad, press the Unlock button.

Level 2 (stay)

Use Level 2 to arm perimeter doors and windows only. Interior devices such as motion sensors remain off so that you can stay inside the premises without setting off an alarm. If you wish, you can exit through a designated delay door after arming to Level 2. To arm to Level 2 using a touchpad:

1. Close all protected perimeter doors and windows.
2. Press 2 at any touchpad. Touchpads display `ENTER CODE`. (If the quick arm feature is on, an access code is not required to arm the system to Level 2).
3. Enter your access code. Touchpads display `ARMED TO STAY` and the system sounds two short beeps.
4. If you are leaving the premises, exit through a designated delay door immediately.

To arm to Level 2 using a keychain touchpad, press the Lock button once to go from Level 1 to Level 2.

Level 3 (away)

Use this level to arm perimeter door/window sensors and interior motion sensors for maximum protection. To arm to Level 3 using a touchpad:

1. Close all protected perimeter doors and windows.
2. Press 3 at any touchpad.

   Touchpads display `ENTER CODE`. (If the quick arm feature is on, an access code is not required to arm the system to Level 3).
3. Enter your access code.

   Touchpads display `ARMED TO AWAY` and the system sounds three short beeps.
4. Exit through a designated delay door immediately.

To arm to Level 3 using a keychain touchpad, press the Lock button twice to go from Level 1 to Level 3, or once to go from Level 2 to Level 3.

Quick arm

You must contact your installer if you want to use this feature. This feature lets you arm your system without using an access code. (Disarming the system still requires entering an access code.)

- To quick arm to Level 2, from Level 1, press 2.
- To quick arm to Level 3, from Level 1 or 2, press 3.

Quick exit

Your system may be set up to let you exit and reenter the premises within 2 minutes, without disarming and rearming the system. This is useful when, for example, you want to quickly step outside to pick up the newspaper without disarming your system.

1. When the system is armed to Level 2, press D at any touchpad (opening the door without pressing D will cause an alarm).
2. Open a designated delay door and go outside. Remember to leave the door open if you are planning to come back in.
3. Return within 2 minutes and close the door. The system will rearm to Level 2.

Keychain touchpad arming

Your installer can set up your keychain touchpad to arm the system in one of two ways:

- Press the Lock button to arm the system directly to Level 3 with no exit or entry delay. Using this method, you would not be able to arm to Level 2.
- Press the Lock button once for each desired increase in arming level. For example, for Level 1 press the Lock button once to arm to Level 2, press it twice for Level 3, or press it three times to arm to Level 3 with latchkey activated (if programmed). The exit delay time is applied. For more information see “Latchkey paging” on page 38.
- Press the Star button (if enabled) to remove the entry/exit delay if armed to Level 2 or 3.

Note: Your system can be set up to sound short beeps on exterior sirens when arming or disarming the system from outside using a keychain or wireless touchpad. This provides confirmation that an arming level change was successful. Ask your installer about this feature.

Chime feature

Turning on the chime feature is like having a doorbell on every protected door and window. When this feature is on, interior sirens and speakers sound two beeps whenever anyone opens a protected door or window.

The chime feature works only in Level 1 (off).

To turn the chime feature on or off:

1. While in Level 1, from any touchpad, press 7, 1.
2. While the chime feature is on, touchpads display `CHIME IS ON` or `CHIME ON`.

Chime-on-close

The chime-on-close feature works like the regular chime feature, but in addition to the double beeps heard upon opening a protected door or window, the system sounds one long beep when the door or window is closed again. You can turn the chime-on-close feature on or off from the programming menus. See “Programming” on page 55 for information on programming your system.

Voice chime

Your system may have the ability to speak the sensor name whenever someone opens a protected door or window. When this feature is on, speakers announce, “Sensor *name* open/closed”. You can turn the voice chime feature on or off from the programming menus. Check with your dealer and see “Programming” on page 55 for information.

No delay for instant alarm

You can choose to turn off the entry and exit delays, causing the delay doors to arm immediately. Anyone entering through a delay door when the system is set to no delay would immediately cause an alarm.

The no delay feature is normally used:

- When staying home after arming the system.
- When arming or disarming your system from outside (requires a wireless touchpad).

Note: If the quick arm feature is on, an access code is not required. See “Quick arm” on page 13.

To arm to Level 2 or Level 3 with no delay using a touchpad:

1. Close all perimeter doors and windows.
2. Press 2, *code* to arm to Level 2, or press 3, *code* to arm to Level 3.

The system sounds two (Level 2) or three (Level 3) short beeps.

3. Immediately press 4.

   Touchpads display ARMED TO STAY NO DELAY or ARMED TO AWAY NO DELAY.

Changing the arming level restores delay doors to their normal exit and entry delay times.

Auto stay arming

The auto stay arming feature helps cut down on false alarms in the event that you arm the system to Level 3, but fail to leave during the exit delay time. With auto stay arming, the system detects that no one opened and closed a delay door within the delay time. It assumes that someone is still inside and arms to Level 2 to prevent a false alarm.

Exit extension arming

The exit extension arming feature helps cut down on false alarms in the event that you arm the system and exit the premises, but reenter before the exit delay expires.

- **Exit extension arming on.** The system detects that a delay door opened twice within the delay time. It assumes that you reentered the premises, and it restarts the exit delay, giving you additional time to exit again.
- **Exit extension arming off.** The exit delay continues to count down, even if a delay door is opened a second time.

Note: If the exit extension-arming feature is on, the exit delay will be restarted only once.

Silent arming

Use the silent arming feature to arm your system without disturbing people throughout the house with arming status beeps. Pressing 5 – Silent before arming silences arming status and exit beeps from touchpads and interior sirens, only for the current arming period.

Note: If the quick arm feature is on, an access code is not required. See “Quick arm” on page 13 for more information.

To arm your system silently:

1. From any touchpad, press 5.
2. Within 4 seconds, press 2, *code* to arm to Level 2, or press 3, *code* to arm to Level 3.

Note: Exit delay is doubled when arming silently.

Bypassing

It is possible to arm your system while leaving a door or window open. This is useful if, for example, you like to sleep with a window open. If the door or window

has a sensor installed on it, the system must be told to ignore (bypass) the sensor when it's open. All other sensors remain active.

Note: Smoke/heat sensor cannot be bypassed.

There are two methods for bypassing a sensor:

- **Direct bypassing.** Use this method if the system is armed and you would like to open a window without disarming. After arming the system, bypass door/window sensors before you open them. You must know the sensor number of the door or window you wish to bypass (see "System sensors" on page 70). Your installer can include the zone number as part of the sensor text.

  Note: When a sensor is bypassed, you are allowing that door or window to be unprotected. You cannot bypass sensors directly using a keychain touchpad.

- **Indirect bypassing.** Use this method if you are arming the system and would like to bypass doors and windows already open.

To bypass sensors directly:

1. Close all doors and windows.
2. Arm your system to the desired level (the sensor must be active before you can bypass it).
3. At any touchpad, press #, *code.*

   The touchpad displays `BYPASS SENSOR ____` or `ENTER SNSR ____`.
4. Enter the desired sensor number.

   The touchpad displays `BYPASSED ZONES nn`, or `SENSOR nn BYPASSED`.

   If the touchpads displays `INVALID` or `FAILURE`, or if the touchpad sounds one long beep, make sure that you entered a valid sensor number. Smoke/heat sensors cannot be bypassed.
5. Repeat the process to bypass other sensors if desired.

   The bypassed doors or windows can now be opened.

To arm (unbypass) bypassed sensors, repeat the bypass procedure substituting the bypassed sensor number, or close bypassed doors and windows and arm your system again.

To bypass sensors directly using a keychain touchpad:

- If the keychain touchpad Arm is off, press Lock to arm to Level 2, press Lock again to bypass sensors, and press Lock again to arm to Level 3.
- If the keychain touchpad Arm is on, press Lock to arm to Away with no delay, and press Lock again to bypass sensors.

To confirm whether or not a sensor was bypassed, press * (Status) on the touchpad. The touchpad displays a list of bypassed sensors or zones.

To bypass sensors indirectly:

1. Leave open only those doors and windows that are to remain open and close all others.
2. Arm your system to the desired level (the sensor must be active before it can be bypassed).

   The touchpad emits protect beeps and displays `PROTEST`, because of the open sensors.
3. At any touchpad press # (Bypass). The touchpad displays `BYPASSED ZONES 0` or `SENSOR 01 BYPASSED`.

   The system sounds arming level beeps to indicate that the system is armed and open sensors have been successfully bypassed.

To arm (unbypass) bypassed sensors, close bypassed doors and windows and arm your system again.

Basic light control

There are two kinds of light control:

- Basic light control. Instant light control at any touchpad.
- Advanced light control. Lights turn on and off automatically according to specific situations (see “Advanced light control” on page 34).

To turn all lights on or off:

- From any touchpad, press 0, 0.
- From a 4-button keychain touchpad, press the Lights button.

Note: For system lights to respond to basic and advanced light commands, the light switches must be turned on.

To turn a specific light on or off, from any touchpad, press 0, *light number*. You cannot turn on a specific light using a keychain touchpad.

Basic output control

Your system may be set up with programmed outputs that control special hardware installed in your system. These outputs are usually set up to turn on automatically in response to certain events.

Your installer may have configured your system so that you can control some outputs from your touchpad. Have the installer list and explain any outputs that are programmed for your control.

To turn the output on or off, from any touchpad, press 7, 7, *output number*. If the output was already activated, it will shut off. If the output was off, it will activate.

Checking system status

Checking the system status means finding out the current condition of your system. This includes finding out if any sensors are open or currently bypassed, whether or not the AC power and backup battery are okay, the nature of the most recent alarm, and more, depending on the features in use and the equipment in your system.

Check the system status if:

- Your system sounds trouble beeps (five short beeps every minute).
- Your touchpads display, `ALARM`, and `POLICE`, `AUXILIARY`, or `FIRE`.
- Your touchpads display, `PRESS STATUS`.

If an alarm or system trouble condition has occurred, it is displayed on a touchpad the first time you do a short or full status check. Doing a system status check a second time displays the system status including any trouble conditions.

If any alarm or system trouble is active, it continues to show up in every status check until the system is disarmed.

Short system status

A short system status indicates the current arming level, sensor status (whether open or bypassed), low battery, supervisory, auxiliary phone, AC power or backup battery failures.

To get a short system status, press * (Status).

The system sounds beeps according to the current arming level (one for Level 1, two for Level 2, three for Level 3). Touchpads display and optional voice modules announce the status information. For example, `SYSTEM IS OK` or `SENSOR 02 OPEN`.

Full system status

A full status combines the short status information with added details about specific system features.

To get a full system status, press *, *.

Interior sirens sound beeps according to the current arming level. Touchpads display and option voice modules announce the status information, for example,

SYSTEM IS OKAY, or AC POWER IS OK. If the optional energy saver module or RF thermostat is installed, the system displays/announces its status (on/off) and the current temperature (if on).

Advanced operation

This section provides advanced operation information.

Panic alarms

Panic alarms are easily activated from any touchpad to quickly alert the central monitoring stations to a fire, police, or auxiliary emergency so the correct personnel can be dispatched immediately. A panic alarm can be activated in any arming level. Each type of panic alarm sounds and reacts differently when activated.

- **Fire panic alarm.** Repeating series of three beeps
- **Police panic alarm.** Continuous tone.
- **Auxiliary panic alarm.** Rapid beeps.

Fire panic alarm

The fire panic alarm sounds from all interior and exterior sirens. On monitored systems, the central monitoring station responds by calling the fire department. To activate a fire panic alarm from a touchpad, press and hold the Fire buttons for 2 seconds. If your system includes controlled lighting, all system lights turn on and remain on during a fire alarm.

Police panic alarm

The police panic alarm sounds from all interior and exterior sirens, scaring off any intruder and alerting neighbors. On monitored systems, the central monitoring station responds by calling the police. To activate a police panic alarm from a touchpad, press and hold the Police buttons for 2 seconds.

Note: Verify with your installer how your keychain touchpads are programmed. See “Keychain touchpads” on page 74 for more information.

To activate a police panic alarm from a keychain touchpad, press and hold the Lock and Unlock buttons together for 2 seconds. If your system includes controlled lighting all system lights flash continuously during a police panic alarm.

Auxiliary panic alarm

The auxiliary panic alarm sounds from interior sirens only. It is typically set up by your security dealer, based on your specific needs. On monitored systems, the central station responds by calling the service or agency you specified through your dealer, such as an ambulance service. To activate an auxiliary panic alarm from a touchpad, press and hold the Auxiliary buttons for 2 seconds.

To send an auxiliary panic alarm from a keychain touchpad, press and hold the Lights and Star buttons together for 2 seconds. If your system includes controlled lighting, all system lights turn on and remain on during an auxiliary panic alarm.

Siren time-out

If the system is not disarmed after an alarm, the sirens will continue to sound until the time-out period is reached (the alarm will still be in progress until the system is manually disarmed). The time-out period can only be programmed by your installer or dealer.

Access codes

The system requires a valid access code before it will process most commands. One system master code serves as the primary user programming code for your system. Only a very limited number of users will need to know this code.

Concord 4 systems have six partition master codes (one for each partition) that allow access to system operations in their respective partitions. Concord Express V4 systems are single-partition systems with no partition master codes.

Note: Partitions are individual security systems within the same control panel. Partitioned systems are typically used for large buildings with several entry/exit points and different access/operating hours. They also work well for small strip malls, duplexes, and quad-homes where one control panel can provide individual security for six different tenants.

Concord 4 systems have 230 regular user codes (000 to 229), while Concord Express V4 systems have 16 regular user codes (00 to 15). These codes act like keys to arm and disarm the system. If necessary, they can be assigned to neighbors, baby-sitters, or repairpersons for temporary use. Regular user codes can be changed in user programming and are easily deleted from the system when no longer necessary.

Programming access codes

The code you use to enter user programming determines which features such as codes and code attributes you'll be able to change. A user code can be given certain attributes that limit what the user can do within the system. Attributes may be changed by you or by a dealer over the phone using downloading software.

See "User codes" on page 72 to record the actual user codes and the attributes of each. If you need assistance in changing code attributes, contact your dealer.

Access code integrity

To preserve the integrity of your system, keep access codes confidential and delete extra codes as soon as they are no longer needed. Avoid using obvious code patterns such as 1234, 1111, 2222, etc.

When you use the system master code to enter user programming, you can:

- Change the system master code.
- Change or delete the partition master code in the current partition.
- Change or delete regular user codes in the current partition.

The default system master code is 1 2 3 4. It is important that you change this default and record the new code (see “User codes” on page 72).

When you use the partition master code to enter user programming, you can:

- Change the partition master code in the current partition.
- Change or delete regular user codes in the current partition.

There are no default partition master codes. Record all codes (see “User codes” on page 72).

You cannot enter user programming with a regular user code.

Touchpad tamper

The installer can program your system to activate a police alarm in the case of possible touchpad tampering. If more than 40 keys are pressed when the system asks for a code, and those keystrokes are not part of a valid access code, a siren will sound. Talk to your installer or see “Alphanumeric and fixed display touchpads” on page 73 to see if this feature is enabled.

Changing or deleting user codes

You can use a touchtone phone to change or delete user codes, but alphanumeric or fixed display touchpads work much better because of their extensive feedback capabilities.

Note: The system will not accept the same code for two different users. To change system and partition master codes, see “Programming” on page 55.

To change or assign a user code:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. For Concord 4 systems, press 030 *nnn* 0, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 0, where *nn* is the user number (00 to 15).
3. Enter the desired four-digit code, and then press #.

4. Press *, 00, # to exit the programming menus.

To delete a user code:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. For Concord 4 systems, press 030 *nnn* 0, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 0, where *nn* is the user number (00 to 15).
3. Enter the system or partition master code, and then press #.
4. Press *, 00, # to exit the programming menus.

When a code is deleted, it can no longer operate the system.

Assigning code attributes

Code attributes determine the limits or capabilities of a code. You will want certain users to have more control over the system than others. For example, you would want an adult to have more control over the system than a child. This section describes code attributes that you can assign.

Direct bypassing attribute

This attribute allows the user to bypass open sensors. If the user code does not have this attribute turned on, the code restricts the user from bypassing sensors directly. To assign direct bypassing to a user:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. For Concord 4 systems, press 030 *nnn* 1, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 1, where *nn* is the user number (00 to 15).
3. To turn direct bypassing on, press 2, #. To turn direct bypassing off, press 1, #.
4. Press *, 00, # to exit the programming menus.

Remote access attribute

This attribute allows the user to access the security system from a telephone outside the protected premises. If the user code does not have this attribute turned on, the code restricts the user from remote telephone access. To assign remote access to a user:

1. Enter the programming menus by pressing 9, *system or partition master code*.

2. For Concord 4 systems, press 030 *nnn* 2, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 2, where *nn* is the user number (00 to 15).
3. To turn remote access on, press 2, #. To turn remote access off, press 1, #.
4. Press *, 00, # to exit the programming menus.

System test attribute

This attribute allows the user to perform sensor tests. If the user code does not have this attribute turned on, the code restricts the user from performing phone or sensor test. To assign sensor testing to a user:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. For Concord 4 systems, press 030 *nnn* 3, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 3, where *nn* is the user number (00 to 15).
3. To turn system testing on, press 2, #. To turn remote access off, press 1, #.
4. Press *, 00, # to exit the programming menus.

Latchkey report attribute

This attribute causes the panel to send a message to a pager when the user changes system-arming levels (see “Latchkey paging” on page 38.) To assign latchkey report to user:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. For Concord 4 systems, press 030 *nnn* 4, where *nnn* is the user number (000 to 229). For Concord Express V4 systems, press 030 *nn* 4, where *nn* is the user number (00 to 15).
3. To turn remote access on, press 2, #. To turn remote access off, press 1, #.
4. Press *, 00, # to exit the programming menus.

Partition access (Concord 4 systems only)

This attribute determines which partitions a regular user code can control. Only the system master code can be used to set this attribute. To assign partition access to a user:

1. Enter the programming menus by pressing 9, *system master code*.
2. Press 030 *nnn* 6, where *nnn* is the user number (000 to 229).
3. Enter the desired partition numbers (1 to 6) you want this user code to control. The numbers appear as you press the corresponding button. Remove

undesired partition numbers by pressing the corresponding button. The numbers disappear from the display.

4. Press *, 00, # to exit the programming menus.

Time and date

Although the installer usually sets the time and date at the time of installation, you can change it if necessary.

To set the system time:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 020.
3. Enter the correct time in 24-hour format, then press #. For example, if the current time is 7:23 a.m., press 0723, #, or if the current time is 4:20 p.m., press 1620, #.
4. Press *, 00, # to exit the programming menus.

To set the system date:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 021.
3. Enter the current date as six digits (mm/dd/yy) then press #. For example, if the current date is July 14, 2010, press 071410.
4. Press *, 00, # to exit the programming menus.

System sounds

You can adjust the touchpad beeps and the system status voice volume.

Touchpad beeps (fixed display touchpad only)

The frequency or pitch of chime and trouble beeps from each fixed display touchpad can be adjusted individually to a more desirable or distinct tone. Chime and trouble beep tones sound using the default frequency during, or within 15 seconds of, any button activity at that specific touchpad. To change status tone pitch:

1. Press and hold * + 0 until you hear a steady tone, then release the buttons.
2. Press and hold 1 to lower the pitch or press and hold 2 to raise the pitch.

3. Release the button when the desired pitch is heard. After about 15 seconds of no touchpad activity, the steady tone stops sounding.

System voice volume

If your system includes an optional voice module, you may want to adjust the volume at which system status messages are announced. To change the voice volume:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 044.
3. Select a volume level 1 to 7 (7 being the loudest) and press #.
4. Press *, 00, # to exit the programming menus.

Touchpad display brightness

You may want to change the brightness of a touchpad display based on its location in a building or room. For example, dim the touchpad display in a bedroom or enhance a display near a window. Changing the touchpad display affects only the touchpad currently being used.

To change the touchpad display brightness:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 043.
3. Select a brightness level: 0 (off), 1 (low), 2 (medium), or 3 (high), and then press #.
4. Press *, 00, # to exit the programming menus.

Note: After dimming the display, pressing any button returns the display shortly to full brightness. After 15 seconds without touchpad activity, the display returns to the set dimmed level. If an alarm occurs while the display is dimmed, it automatically returns to the full brightness level and stays that way until you disarm your system.

Energy saver

Use the optional energy saver feature to keep the premises within a user-designated temperature range. High and low temperature points that you set override your normal heating and air conditioning temperature settings. Doing so allows you to use settings that are more energy-efficient when you are away.

Example:

- At your touchpad, you set a high temperature point (to trigger the air conditioner) and a low temperature point (to trigger the furnace).
- If you usually keep the temperature in your home at 68°F, but no one will be there during the day, you can turn the energy saver feature on. If you've set the low temperature point to 55°F, the furnace will keep the house heated to 55°F.
- You are about to return home and would like the house to be heated to its normal 68°F when you arrive. If your system includes remote access, you can call home and turn the energy saver feature off, giving control back to the furnace thermostat (68°F).

You can control your air conditioning temperatures in the same manner.

In addition to controlling temperature, the energy saver feature notifies the central monitoring station if your heating unit fails, before pipes freeze.

Energy saver temperature settings

Initially, you must set the energy saver to the desired high and low temperatures. The high and low settings you enter do not control heating and cooling systems, but determine the point at which the furnace or air conditioner is activated. Temperature settings can range from 45 to 90°F.

To set the energy saver temperature range from a touchpad:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 070.
3. Enter the lowest temperature (45 to 89°F) you will allow before the furnace turns on, and then press #.
4. Press B. Enter the highest temperature (46 to 90°F) you will allow before the air conditioner turns on, and then press #.
5. Press *, 00, # to exit the programming menus.

Note: The panel must be armed for the energy saver to work. Disarming the system turns off the energy saver. If the energy saver has been turned off, allow 5 minutes before attempting to turn the energy saver back on.

To override your normal heating or air conditioning settings, turn the energy save feature on. When you are ready to return to your normal temperature control settings, turn the energy saver feature off.

To turn energy saver on or off from any touchpad, press 72. Alphanumeric touchpads display `ENERGY SAVER IS ON`.

Pager notification

Your system can notify up to five different pager phone numbers to report system events. The installer can program any numeric pager to receive pages for one or more of the following groups:

- **Opening and closing reports.**
- **Latchkey reports.**
- **Notify by exception reports.**
- **High level reports.** Includes sensor alarms, tamper, restorals, phone tests, receiver failures, receiver jams, touchpad tampers, bus failures, freeze alarms, freeze troubles, no activity alarms, fire panics, police panics, and auxiliary panics.
- **Low-level reports.** Includes bypass sensors, low battery, supervisory, trouble, phone test, event buffer full, AC power failure, CPU low battery, auto phone test, CPU back in service, phone failure, and touchpad low battery.

Pager messages

When an event is reported on a numeric pager, the following information is included:

- Event code (for example, 111).
- Sensor number or user number (for example, 004).
- Last four digits of the central station account number (for example, 2228).

Although all three types of information can be reported on your pager, your pager service determines how the information will appear.

The event code number (Table 3 below) identifies what has happened.

Table 3: Pager event code

Event code	Description
009	A sensor has been restored to it nonalarm state.
111	System has been disarmed.
115	Sensor test exit.
118	System trouble has been fixed.
119	System alarm condition has been cancelled.
222	System armed to Level 2 (stay).
333	System armed to Level 3 (away).
555	System phone/sensor test.
888	System has a trouble condition.

Event code	Description
999	System is in alarm condition.

If a user arms the system to Level 3 (away), the pager will report that the system was armed to Level 3. However, if the system is armed from a hardwired touchpad and the user does not exit the premises, the arming level will revert to Level 2 (stay) without notifying the pager.

The sensor or user number (Table 4 below) identifies who or what is causing the event.

Table 4: Pager sensor or user number

Code	Description
000	System event not caused by sensor or user.
001 to 096	Sensor numbers (1 to 96 for Concord 4; 1 to 32 for Concord Express V4).
600 to 829	User codes used (0 to 229 for Concord 4; 00 to 15 for Concord Express V4).
830 to 835	Partition master code used (Concord 4 systems only).
846	System master code used.
847	Installer code used.
848	Dealer code used.
850	Quick arm used.
851	Keyswitch sensor used.
852	System armed itself because it is being serviced or powered-up.

The account number identifies where (which partition) the event is occurring. The account number code indicates the last four digits of your account number.

Streamlining the page report

You can choose to have the four account number digits reported with every page, or to exclude them. Each partition has its own account number, so seeing the digits is useful if multiple partitions are reporting to one pager. Ask your dealer or installer if you would like the streamline feature turned on.

Time schedules

Time schedules are windows of time defined by a start time, a stop time, and the day of the week these times are effective. You can create up to 16 time schedules for setting up the following system features:

- Light control
- Output control
- Arming
- Latchkey paging
- Notify by exception reports

You can use a touchtone phone to create time schedules, but alphanumeric or fixed display touchpads work much better because of their extensive feedback.

To define a time schedule:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 05 *nn* 0, where *nn* is schedule 00 through 15.
3. Enter the start time in 24-hour format (00:00 to 23:59), then press #.

   The touchpad displays the new start time.
4. To display the current stop time for this schedule, press B once.
5. Enter the stop time in 24-hour format, then press #.

   The touchpad displays the new stop time.
6. Press B until the touchpad displays a day of the week. Enter 2, # to include the day in the schedule (on). Enter 1, # to exclude the day in the schedule.
7. Press B to move to the next day of the week or press * and repeat the process to define another time schedule.
8. Press *, 00, # to exit the programming menus.

There may be instances when you'd like to schedule a feature event to start one day and stop the next day or a number of days later.

One-day rollover

You can create a schedule that begins on one day, and stops the next day by using only one time schedule. (The stop time must be within 24 hours of the start time.)

Example 1: At home you'd like the latchkey-opening feature to be effective from 10 p.m. on Tuesday until 5 a.m. on Wednesday. By taking advantage of one-day rollover, one time schedule can cover both days. Notice how the stop time is within 24 hours of the start time. The system knows to apply the stop time to the next day (5 a.m. on Wednesday).

Example 2: Building on the example above, let's say that you'd like the latchkey-opening feature to be effective between 10 p.m. and 5 a.m. Monday through Friday (ending Saturday morning). By applying the start and stop times to each day, one time schedule can cover the entire week.

Table 5: One-day rollover examples

Example 1 schedule		Example 2 schedule	
Start	22:00	Start	22:00
Stop	05:00	Stop	05:00
Monday	Off	Monday	On
Tuesday	On	Tuesday	On
Wednesday	Off	Wednesday	On
Thursday	Off	Thursday	On
Friday	Off	Friday	On
Saturday	Off	Saturday	Off
Sunday	Off	Sunday	Off
Partition	1	Partition	1

Multiple-day rollover

The simplest method for defining a window or time that spans multiple days is to use 99:00 to signify an open start or stop time.

Example: At your business, you'd like specific lights to remain lit from Friday afternoon through the weekend, until Monday morning. In this situation, the lights need to be scheduled to roll over until they reach a recognizable stop time.

In Table 6 below, Schedule Y is set up to begin at 4 p.m. on Friday afternoon. Since the stop time is 99:99, the lights will remain lit (roll over) until a recognizable stop time is reached. Schedule Z is set up with an undefined start time (99:99), so if the lights were already lit, they will remain lit until the Schedule Z stop time is reached at 5 a.m.

Table 6: Multiple-day rollover example

Schedule Y		Schedule Z	
Start	16:00	Start	99:99
Stop	99:99	Stop	05:00
Monday	Off	Monday	On
Tuesday	Off	Tuesday	Off
Wednesday	Off	Wednesday	Off
Thursday	Off	Thursday	Off
Friday	On	Friday	Off
Saturday	Off	Saturday	Off
Sunday	Off	Sunday	Off
Partition	1	Partition	1

Attaching time schedules

For any schedule to be effective, it needs to be attached to a feature. One schedule can be attached to more than one feature event.

- **Light control** (see “Advanced light control” below for information on attaching time schedules for light control)
- **Outputs** (see “Scheduled outputs” on page 36 for information on attaching time schedules to outputs)
- **Arming** (see “Scheduled arming” on page 37 for information on attaching time schedules to arming)
- **Opening and closing** (see “Opening and closing reports” on page 37 for information on creating opening and closing schedules)
- **Latchkey paging** (see “Latchkey paging” on page 38 for information on attaching time schedules to latchkey paging)
- **Notify by exception** (see “Notify by exception” on page 40 for information on attaching time schedules to notify by exception)

Once a schedule is attached to a feature event in one partition, that schedule becomes unavailable to the other partitions. This prevents the situation where one partition changes a time schedule that inadvertently affects other partitions.

Advanced light control

You can control system lights from any touchpad. There are other lighting options that you or your installer can set up, including:

- Turning lights on and off according to a time schedule.
- Turning lights on after system arming for the duration of the exit delay.
- Turning lights on for the duration of the entry delay so you have enough light to see your way to the touchpad to disarm the system.
- Flashing lights on and off upon successful arming and disarming.

Scheduled light control

Lights can be turned on according to time schedules. If you need assistance setting up a time schedule that fits your lighting needs, see “Time schedules” on page 31. To schedule lights:

1. Enter the programming menus by pressing 9, *system or partition master cod*e.
2. Press 0640, #.

3. Press B until the touchpad displays the light number you would like to schedule.

   See “Lights” on page 81 to determine which light number is associated with which lamp.

4. Press #.

   The touchpad displays the first available time schedule.

5. Press 2, # to assign the time schedule (on) for this light, or press 1, # to make the time schedule inactive (off) for this light.

6. Press B to go to the next time schedule, or press *, 00, # to exit the programming menus.

Sensor light control

Your security system can be programmed to turn on a selected light or lights when sensors are activated. Each time the chosen sensor is activated, the attached lights will turn on for 5 minutes. When 5 minutes have passed since the last activation, the lights will turn off. For example, if you want house lights to turn on when you open the front door, attach the desired lights to the front door sensor.

Note: If a light is attached to a sensor and a schedule, the light will only turn on and off within the scheduled start and stop times.

To attach light to sensors:

1. Enter the programming menus by pressing 9, *system or partition master code*.

2. Press 080.

   The touchpad displays `LIGHT n TO SN x`, or `LT n SN x` (where *n* is the light number and *x* is the sensor number).

3. Press A or B until the light number (1 to 9) you would like to activate appears.

4. Enter the sensor number (1 to 96 for Concord 4; 1 to 32 for Concord Express V4) you wish to activate the light and press #.

5. Press B to assign another light to a sensor or press *, 00, # to exit the programming menus.

To detach lights from sensors:

1. Enter the programming menus by pressing 9, *system or partition master code*.

2. Press B until the touchpad displays `ATTACH LIGHTS TO SENSORS` or `LITE TO SN`, then press #.

The touchpad displays `LIGHT n TO SN x` or `LT n SN x` (where *n* is the light number and *x* is the sensor number).

3. Press A or B until the light number (1 to 9) you would like to deactivate appears.
4. Enter the sensor number as 0 (no sensor) and press #.
5. Press *, 00, # to exit the programming menus.

Installer programmable lighting

If you would like specific lights to turn on during entry and exit delay times, or if you would like a light to flash to indicate successful arming and disarming, contact your installer.

Scheduled outputs

You can use outputs to control devices in your home (such as automatic window blinds). Outputs that your installer has enabled, can be turned on or off according to time schedules. If you need assistance setting up a time schedule that fits your needs, see “Time schedules” on page 31.

To schedule outputs:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 065, #.

   The touchpad displays `OUTPUTS`.
3. Press #.
4. Press B until the touchpad displays the output number you would like to schedule.

   See “Outputs” on page 82 to determine which output is associated with which output number.
5. Press #.

   The touchpad displays the first available time schedule.
6. Press 2, # to assign the time schedule (on) for this output, or press 1, # to make the time schedule inactive (off) for this output.
7. Press B to go to the next time schedule, or press *, 00, # to exit the programming menus.

Scheduled arming

The scheduled arming feature allows you to arm the panel to Level 3 (away) according to a schedule. When an active schedule start time is reached, the panel will exit User Programming, automatically bypass any open sensors, and arm to Level 3.

The panel will not arm according to an active schedule if the start time is reached while:

- The panel is already armed to Level 3.
- The panel is performing a phone or sensor test.

Note: Schedules cannot be used to disarm the system.

To schedule arming:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 0660, #.

   The touchpad displays `AWAY`.
3. Press #.

   The touchpad displays the first available time schedule as `SCHEDULE 00 OFF`, or `SCH 00 OFF`.
4. Press 2, # to assign the time schedule (on) to arm the panel, or press 1, # to make the time schedule inactive (off).
5. Press B to go to the next time schedule, or press *, 00, # to exit the programming menus.

Opening and closing reports

The opening and closing reports feature allows pager holder and/or the central station to be notified whenever the system is armed and/or disarmed. This feature can be enabled only by the installer; you do not need to do any additional programming. If you no longer wish to receive the reports, contact the installer to turn off this option for your pager.

Opening and closing reports occur without regard to any time schedule. You do not need to enter any special codes for the page to be sent. Your system can call up to five different page numbers, as well as the central station, to send an opening or closing report.

The reports include:

- **Opening reports.** The panel reports the arming level as 111 (Level 1 – Off) and the user.

- **Closing reports.** The page reports the arming level as 222 (Level 2 – Stay) or 333 (Level 3 – Away), and the user that armed to that level. See “Pager notification” on page 30 for more information.

Latchkey paging

The latchkey paging feature allows programmed pager holders to be notified when the system is armed and/or disarmed during specific hours or under certain conditions. For example, you could program the latchkey feature to page you if your child doesn’t arrive home and disarm the system (using a code with the latchkey attribute) by the programmed latchkey time.

You can set up the latchkey-paging feature to send a page in the following situations.

- Send a page when the system is disarmed (latchkey opening).
- Send a page when the system is armed (latchkey closing).

Your system can call up to five different pager numbers to report a latchkey opening/or closing. Latchkey pages do not report to the central station. See “Paging” on page 80 to see which pagers have been set up to receive a page for this feature. Contact the installer if you would like to turn latchkey paging on or off for any programmed pager.

Only latchkey-designated users can cause a latchkey page to be sent. By default, this includes the first six regular user codes. If you would like to include a keychain touchpad as a latchkey user, contact your installer. Any regular user code can be programmed with this attribute. See “Assigning code attributes” on page 25.

The reports include:

- **Latchkey opening reports.** The page reports the arming level as 111 (Level 1 – Off) and the user.
- **Latchkey closing reports.** The page reports the arming level as 222 (Level 2 – Stay) or 333 (Level 3 – Away), and the user that armed to that level.

The installer can set up latchkey opening for one of two types of use, basic and advanced.

Basic latchkey opening

If your system is set up for basic latchkey, you can send a latchkey-opening page based on a time schedule or based on the latchkey modifier 6.

To send a latchkey-opening page based on time schedule only:

1. Assign the latchkey opening feature a time schedule. (This needs to be done only once.)

2. Arm the system.
3. Disarming the system by a latchkey-designated user within the assigned time schedule, sends an opening page.

To send a latchkey-opening page based on latchkey modifier 6 only:

1. Arm the system, then press 6, or press the Lock button on a keychain touchpad after arming to Level 3.
2. Disarming the system by a latchkey-designated user sends an opening page, regardless of assigned time schedule.

Advanced latchkey opening

In advanced latchkey use, paging is available only during the time schedules that you assign to it. To send a latchkey opening page if your system is set up for advanced latchkey:

1. Assign the latchkey opening feature a time schedule. (This needs to be done only once.)
2. Arm the system, then press 6, or press the Lock button on a keychain touchpad after arming to Level 3.
3. Disarming the system by a latchkey-designated user with the assigned time schedule, sends an opening page.

Latchkey closing

Latchkey closing can be used alone, or in addition to latchkey opening. To send a latchkey closing page:

1. Assign the latchkey closing feature a time schedule.
2. Arming the system by a latchkey-designated user within the assigned time schedule, sends a closing page.

A touchtone phone can be used to set up latchkey paging, but touchpads work much better because of their extensive feedback.

Scheduled latchkey paging

You can attach a time schedule to latchkey opening or closing. If you need assistance setting up a time schedule that fits your needs, see “Time schedules” on page 31. To attach a schedule to latchkey opening or closing:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 0600, #.
3. To schedule latchkey opening, press # when the touchpad displays `LATCHKEY OPENING` or `LATCH OPEN`.

Or, to schedule latchkey closing, press B until the touchpad displays LATCHKEY CLOSING or LATCH CLOSE, and then press #.

Note: If you want a page to be sent every time latchkey-designated user codes arm or disarms the system, apply the same time schedules under latchkey opening and latchkey closing.

The touchpad displays the first available time schedule.

4. Press 2, # to assign the time schedule to the event, or press 1, # to make the time schedule inactive for the event.
5. Press B to go to the next schedule, or press *, 00, # to exit the programming menus.

Latchkey modifier

The latchkey modifier (6) is pressed after the arming keypress sequence.

To apply the latchkey modifier from a touchpad, press 2 or 3, *code*, 6. The touchpad displays LATCHKEY PAGER ON or PAGER ON.

Note: You must press 6 within 5 seconds of arming. If the quick arm feature is on, an access code is not required. See “Quick arm” on page 13 for more information.

To apply the latchkey modifier using a keychain touchpad, press the Lock button when the system is armed to Level 3.

Notify by exception

The notify by exception feature allows programmed pager holders and/or the central station to be notified when arming or disarming occurs outside the specified time schedules.

Example: Every morning you would like to be notified if your business is disarmed after its normal opening time, and/or every evening you would like to be notified if your business is armed before its normal closing time.

You can set this feature to page in the following instances:

- Send a page if the system is disarmed before the opening time schedule begins or after the opening time schedule has ended (exception opening).
- Send a page if the system is armed before the closing time schedule begins or after the closing time schedule has ended (exception closing).

Your system can call up to five different pager numbers to report an open exception or closed exception. You can request that the central station receive these two reports as well. See “Paging” on page 80 to see which pagers have been set up to receive a page for this feature. Contact the installer if you would like to turn this feature on or off for any programmed pager or the central station.

All user codes and keychain touchpads will send a page if used while this feature is in effect. Pages indicate:

- **Exception opening report.** Reports the arming levels as 111 (Level 1 – Off) and the user that disarmed the system.
- **Exception closing report.** Reports the arming level as 222 (Level 2 – Stay) or 333 (Level 3 – Away), and the user that armed to that level. See “Pager notification” on page 30.

The most typical setup of this feature makes use of both exception opening and closing. (It is possible to use only exception opening or closing, however.)

Scheduled exception opening and closing

You can define opening and closing schedules for exception paging. If you need assistance setting up a time schedule that fits your needs, see “Time schedules” on page 31. A touchtone phone can be used to set up this feature, but touchpads work much better because of their extensive feedback. To attach a schedule to exception opening or closing:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 0620, #.
3. To schedule exception opening, press # when the touchpad displays `EXCEPTION OPENING` or `ECEPT OPEN`, and then press #.

   Or, to schedule exception closing, press B until the touchpad displays `EXCEPTION CLOSING` or `ECEPT CLOSE`, and then press #.

   The touchpad displays the first available time schedule
4. Press 2, # to assign the schedule to the event (on), or press 1, # to make the schedule inactive for the event (off).
5. Press B to go to the next schedule, or press *, 00, # to exit the programming menus.

No activity feature

The system can monitor the activity in your home and automatically call for help if normal activities are not detected within a defined period. For example, if someone falls and can’t move, the system detects that normal activities such as opening doors and windows, have not occurred for a predetermined amount of time.

The system sounds a low-volume auxiliary alarm to let you know there may be a problem. If all is well, you can stop the siren by disarming your system. If no one disarms the system for 5 minutes, your system calls the central monitoring

station. The central monitoring station will respond in accordance to the guidelines set forth in your monitoring agreement.

See “No activity time” on page 79 to see if the no activity feature is currently available to you and the duration of the no activity setting. If the feature is not currently available and you wish to have it, contact your dealer.

Panel download

Downloading is done only by your dealer using software specifically designed for this system. It allows the dealer to change programming without sending a service person to the site.

Turning the download feature on gives the dealer remote access to your system in order to:

- Update your account.
- Back up data from your system.
- Quickly implement programming changes.

Note: Before allowing any download sessions, the system must be disarmed to Level 1 (off).

To enable/disable the panel download setting:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press 041.
3. To turn downloading on, press 2, #. The dealer will be able to access your system remotely if necessary. To turn downloading off, press 1, #. The dealer will not be able to access your system remotely.
4. Press *, 00, # to exit the programming menus.

Partitioned system (Concord 4 systems only)

Concord 4 systems can be set up by your installer to operate as a multiple-partitioned system. Partitioned systems provide security for up to six individual customers or areas of a building from a single control panel. Partitioned systems are useful in strip malls or multi-family housing.

Global settings

Global system settings affect all partitions. Most are set by the installer. Global settings that are programmed by the user include:

- Time and date
- System master code

Partition-specific settings

Partition-specific settings affect only one partition. User-programmable, partition-specific settings include:

- Six partition master codes (one per partition)
- 230 regular user codes (total for all partitions combined)
- 16 time schedules (total for all partitions combined)
- Nine advanced light control set-ups available to each partition
- Latchkey feature
- Notify by exception feature
- Scheduled arming feature
- Speaker volume settings
- Energy saver features and its high and low setpoint

To program any of these features for another partition, you must enter the programming menus from a touchpad in that partition, or *jump* into that partition, then enter the programming menus.

Jumping partitions

Note: If your system uses just one partition, skip this section.

Typically, you would operate Partition 1 from a touchpad within Partition 1. However, if you have access to Partition 3 and want to avoid walking a long distance to a Partition 3 touchpad, you can access Partition 3 from the Partition 1 touchpad by jumping partitions. Depending on how your installer programmed your system, you may or may not have to enter an access code to jump partition.

The ability to jump to another partition is an attribute you assign to each user code (see “Assigning code attributes” on page 25). Each code has unique partition number assignments that it can control. By default, the system master is the only code that can jump partitions. See “User codes” on page 72 to see if any other access codes have the ability to jump partitions.

To jump partitions using an access code:

1. From any hardwired touchpad, press 8, *code*, 6.

   Touchpads display `ENTER PARTITION` or `ENTER CMD`.

2. Press the desired partition number (1 to 6).

   The touchpad sounds one short beep if the jump was successful. One long beep means the jump was not successful. Alphanumeric touchpads display the text in the newly entered partition.

3. Proceed to arm, disarm, or program as needed.

   The partition assignment reverts if no touchpad buttons are pressed for 10 seconds.

To jump partitions without using an access code:

1. From any hardwired touchpad, press 7, 4.

   Touchpads display `ENTER PARTITION` or `ENTER CMD`.

2. Press the desired partition number (1 to 6).

   The touchpad sounds one short beep if the jump was successful. One long beep means the jump was not successful. Alphanumeric touchpads display the text in the newly entered partition.

3. Proceed to arm, disarm, or program as needed.

   The partition assignment reverts if no touchpad buttons are pressed for 10 seconds.

Arming and disarming another partition

Any access code that can jump to another partition can control that partition. Once in the other partition, you must use a valid code for arming and disarming that partition.

Programming another partition

Only system master and partition master codes can be used for programming. Only one partition can be programmed at a time. When one partition is in the programming mode, touchpads in the other partition are locked out from any programming activity. However, arming and disarming can continue.

Some partition-specific settings share resources, such as access codes and time schedules. For example, if Partition 1 uses regular user numbers 00 to 20, Partition 2 will not be able to see or use those user numbers. The first regular user number available for Partition 2 would be 21.

The allocation of time schedules works in much the same manner. There are 16 schedules that can be used by any partition, but as soon as Partition 1 attaches a schedule to any event, that schedule cannot be used by another partition, and vice versa.

Simultaneously arming/disarming multiple partitions

Your system may be set up to let you simultaneously arm and disarm more than one partition. This can be done from system touchpads or keychain touchpads assigned to the associated partitions.

Note: Check with your installer to identify which keychain touchpads can arm/disarm partitions.

To arm multiple partitions at the same time from a touchpad:

1. Press 2 or 3 on any touchpad assigned to one of the partitions you want to arm.

The display shows ENTER CODE.

2. Enter your access code.

   The display shows all the partitions that will be armed.

3. Press # to arm all displayed partitions, or press the number of any partitions you don't want armed (the partition numbers disappear from the display), and then
   press #.

To disarm multiple partitions at the same time from a touchpad:

1. Press 1 on any touchpad assigned to one of the partitions you want to disarm.

   The display shows ENTER CODE.

2. Enter you access code.

   The display shows all the partitions that will be disarmed.

3. Press # to disarm all displayed partitions, or press the number of any partitions you don't want disarmed (the partition numbers disappear from the display), and then press #.

4. If desired, press 4 (no delay) or 6 (latchkey) to activate those features.

Use the following guidelines to arm/disarm multiple partitions from alphanumeric and fixed display touchpads:

- A partition cannot be armed or disarmed if it is being controlled by another source at that time. For example, if you are at a Partition 1 touchpad and are attempting to arm Partitions 1 and 2, a Partition 2 touchpad in use at that same time prevents arming of that partition.
- Any arming modifiers (4 – no delay, 6 – latchkey) selected at arming apply to all associated partitions. However, silent arming (5 – silent) only affects the partition from which you are arming. All other partitions sound exit beeps to notify occupants that those partitions are arming.
- When arming multiple partitions, any conditions that prevent arming (open, trouble, active alarm, etc.) are identified on system touchpad displays with the affected partition number flashing. (If arming from a keychain touchpad, the condition is displayed on touchpad displays in the affected partition, while other touchpad displays show PROTEST). The normal protest/auto force arm sequence follows, or you can press * to cancel the arming request.
- When disarming multiple partitions, any partitions in alarm have the affected partition number flashing on system touchpad displays. Pressing # cancels all alarms in the associated partitions. Alarm memory information is then displayed for all canceled alarms.

- The partition touchpad you are using must arm/disarm that partition. You can also arm/disarm additional partitions.

Keychain touchpad arming/disarming

To arm multiple partitions at the same time from a keychain touchpad, press the Lock button. To disarm multiple partitions at the same time from a keychain touchpad, press the Unlock button.

Use the following guidelines to arm/disarm multiple partitions from keychain touchpads:

- A partition cannot be armed or disarmed if it is being controlled by another source at the same time. For example, if you press the Lock button attempting to arm Partition 1 and 2, a Partition 2 touchpad in use at the same time prevents arming.
- When arming multiple partitions, any conditions that prevent arming (open, trouble, active alarm, etc.) are identified on system touchpad displays in the affected partition, while other touchpad displays show PROTEST. The normal protest/auto force arm sequence follows, or you can press * on a system touchpad to cancel the arming request. Pressing the Lock button again during the protest condition bypasses any open sensors in the associated partitions and arms those partitions.
- When disarming multiple partitions and alarms are active in one or more of the associate partitions:
    - Protest beeps sound for 5 minutes in all partitions being disarmed.
    - Partitions in alarm where sirens have timed out sound protest beeps for 5 minutes.
    - Partitions in alarm with active sirens continue sounding the alarm.

WARNING: Anytime fire alarms are active, premises may not be safe to enter. Proceed as follows: 1. Leave and call for help from a safe location and wait for authorities to arrive. 2. When it is determined safe to enter the premises, go to a system touchpad and check the system status to determine the alarm source. Disarm and alarm memory is displayed for all associated partitions. 3. Press the Unlock button a second time (within the 5 minute protest period) to disarm all associated partitions and cancel all alarms, then go to a system touchpad and check alarm memory to determine the alarm source.

Macro keys

Your system may include touchpads with macro keys that allow one-touch operation. These are four keys located at the bottom of the touchpad. From the factory, these keys are labeled and work as follows:

- **Chime**. Press once to turn chime on, press again to turn chime off.
- **Stay.** Press once to arm to Level 2 (stay).
- **Exit.** Press once to use the quick exit feature.
- **Away.** Press once to arm to Level 3 (away).

Note: Macro keys should not be programmed to disarm the system.

Your installer can also program these keys to perform a system command different from those described. For example, instead of entering the command 2, *code*, 4, 6 (arm to Level 2 with no delay and latchkey), your installer can program one of the macro keys to perform the task with just one press. Check with your installer for more information.

System information

There is information about your system that is useful to know. This includes the factory code, the system number, the system level, and software version.

After identifying the information for your system, make a note of it in the “System features” on page 78.

To identify system information:

1. Enter the programming menus by pressing 9, system or partition master code.
2. Press 010. The first information displayed is the factory code.

   For example, `F nnn – nnn` or `FACTORY CODE nnn*nnnn`.
3. Press B to display the system number.

   For example, `N – nnnnnnnn` or `SYSTEM NUMBER nnnnnnnn`.
4. Press B to display the system level.

   For example, `L, nnnn` or `SYSTEM LEVEL nnnn`.
5. Press B to display the software version.

   For example, `P nnnn` or `SW VERSION nnnnx`.
6. Press *, 00, # to exit the programming menus.

Event buffer

You have the option to view the event history for each partition of your system. These events include arming, disarming, tampers, programming entries, and more.

The system master code can view all events from any partition. The partition master code can only view global system events and events related to their respective partition. Regular user codes cannot view event history.

Note: Fixed display touchpads cannot be used to view the event history.

All partitions can view event history simultaneously, but only one touchpad at a time can view the history in each partition. While the event history is being viewed, all other controlling sources are disabled (except for panic alarm buttons) and nonviewing touchpads display `VIEWING EVENT BUFFER`.

To view event history:

1. The current partition must be in Level 1 (disarmed).
2. At an alphanumeric touchpad, press 8, *system or partition master code*, 8.

   The touchpad displays `VIEWING EVENT BUFFER` followed by the event description, date/time or details (user, source, zone, etc.). The most recent event appears first.
3. Scroll through the events by pressing the A (back) and B (forward) keys. The C key is used to toggle the second line display between Date/Time and Details.
4. Press * to exit viewing event history.

   The viewing event history mode will exit automatically after 1 minute of inactivity or when an alarm occurs.

Table 7 on page 49 is a comprehensive list of displayed events and their associated details (partition, current arming level, zone, bus unit number, source, and user). If details are displayed for an event, an X will appear in the table.

- Partitions will display as P1 to P6, depending in which partition the event occurred.
- Current arming level will display as Lx, where x is the current arming level of the event.
- Zone will display as Zx, where x is the zone of the event.
- Bus unit number will display as Bx, where x is the unit number of the bus device.
- Source will display as Sxxx, where xxx is the source number in the event (see Table 9 on page 51 for more information).
- User will display as Uxxx, where xxx is the user number in the event (see Table 8 on page 51 for more information).

Table 7: Displayed events

Event	Display	Partition	Current arming level	Zone	Bus unit number	Source [1]	User [2]
AC power failure	AC POWER FAILURE	X					
AC power restoral	AC POWER RESTORAL	X					
Antenna tamper	RCVR TAMPER	X			X		
Arming level change [3]	ARM LEVEL CHANGE	X				X	X
Auto force arm	AUTO FORCE ARM	X				X	X
Auto phone test	AUTO PHONE TEST	X					
Auxiliary panic	AUXILIARY PANIC	X				X	
Auxiliary panic cancelled	AUXILIARY CANCELLED	X				X	
Bus cover tamper	BUS TAMPER	X			X		
Bus failure	BUS FAILURE	X			X		
Closing report	CLOSING REPORT	X	X			X	X
CPU back in service	BACK IN SERVICE	X				X	
CPU battery restoral	BATTERY RESTORED	X					
CPU low battery	CPU LOW BATTERY	X					
Daylight saving time adjust	DAYLIGHT SAVINGS						
Download session entry	DOWNLOAD ENTRY						
Download session exit	DOWNLOAD EXIT						
Duress alarm	DURESS	X				X	
Event buffer viewing entry	EVENT VIEW ENTRY	X				X	X
Event buffer viewing exit	EVENT VIEW EXIT	X				X	X
Fire panic	FIRE PANIC	X				X	
Fire panic cancelled	FIRE CANCELLED	X				X	
Force arm	FORCE ARM	X				X	X
Installer programming entry	INST PROG ENTRY	X				X	X
Installer programming exit	INST PROG EXIT	X				X	X
Lost event (buffer overflow)	LOST EVENT						
Main unit tamper	MAIN UNIT TAMPER	X					
Memory clear	MEMORY CLEAR						

Event	Display	Partition	Current arming level	Zone	Bus unit number	Source [1]	User [2]
Memory failure	MEMORY FAILURE						
No activity alarm	ACTIVITY ALARM	X					
No activity cancelled	ACTIVITY CANCELLED	X				X	
Opening report	OPENING REPORT	X	X			X	X
Phone failure	PHONE FAILURE	X					
Phone line test failure	PHONE LINE FAIL	X					
Phone line test restoral	PH LINE RESTORED	X					
Phone test	PHONE TEST	X				X	X
Police panic	POLICE PANIC	X				X	
Police panic cancelled	CANCELLED	X				X	
Receiver failure	RECEIVER FAILURE	X			X		
Receiver jam	RECEIVER JAM	X			X		
Recent closing	RECENT CLOSING	X				X	X
Remote access lockout	REMOTE LOCKOUT						
Repeater jam	REPEATER JAM	X		X			
Repeater jam restoral	JAM RESTORED	X		X			
Siren trouble	SIREN TROUBLE						
Swinger shutdown	SWINGER	X		X			
Time change	TIME CHANGE						
Touchpad tamper	TOUCHPAD TAMPER	X				X	
Touchpad tamper cancelled	TP TAMPER CANCEL	X				X	
Two trip error	TWO TRIP ERROR	X		X			
User programming entry	USER PROG ENTRY	X				X	X
User programming exit	USER PROG EXIT	X				X	X
Zone alarm	ALARM	X		X			
Zone alarm cancel	ALARM CANCELLED	X		X			
Zone alarm restoral	ZONE RESTORED	X		X			
Zone battery restoral	BATTERY RESTORED	X		X			
Zone bypass	BYPASSED	X		X		X	
Zone low battery	LOW BATTERY	X		X			

Event	Display	Partition	Current arming level	Zone	Bus unit number	Source [1]	User [2]
Zone supervisory	SUPERVISORY	X		X			
Zone tamper	TAMPER	X		X			
Zone trouble	TROUBLE	X		X			
Zone trouble restoral	TROUBLE RESTORAL	X		X			
Zone unbypass	UNBYPASSED	X		X		X	

1. Source information is shown only if the information was available when the event was buffered.
2. User information is shown only if the information was available when the event was buffered.
3. Line two of the display also contains P-C, where P is the previous arming level and C is the current arming level.

Table 8 below shows user information.

Table 8: User information

Detail screen display	User
U001 to U096	Wireless touchpad or key fob
U600 to U829	Regular user codes 000 to 229
U830 to U835	Partition master codes 1 to 6
U838 to U843	Partition duress codes 1 to 6
U846	System master code
U847	Installer code
U848	Dealer code
U849	AVM code
U850	Quick arming
U851	Keyswitch arming
U852	System

Table 9 below shows source information

Table 9: Source information

Detail screen display	Source
S00	Premise phone
S01	Phone during conversation
S02	Remote phone

Detail screen display	Source
S06	Auto stay arming
S07	Automation module
S08	Keyswitch arming zone
S09	System
S1xx (xx = zone number)	Keychain touchpad
S2xx (xx = zone number)	Wireless touchpad
S3xx (xx = bus unit number)	Alphanumeric touchpad
S6xx (xx = bus unit number)	Fixed display touchpad

Touchtone phone

Your system may be equipped with an option that allows system operation from a touchtone phone, on or off the premises. This option enables programmed text to be spoken through the phone and/or broadcast through interior speakers. Except for custom word, the voice speaks the text that appears on alphanumeric touchpads in the system.

Phone command prefix

What distinguishes a call to the panel from any other outgoing or incoming call is the use of the phone command prefix:

- In the case of onsite operation, if the phone command prefix is dialed first (within 5 seconds of picking up the phone), the panel waits for a valid access code or command.
- If the system is being accessed remotely, the phone commands prefix is used in conjunction with the access code.

The prefix is usually #, but can be changed to * by the installer. If your prefix has been changed, use * as the first key you press instead of #.

Accessing the system from offsite

To access the system from offsite, the system needs to recognize two things about the call:

- The panel needs to recognize that it should answer the phone.
- The panel needs to recognize that the code entered has the authority to operate the system from offsite.

When using a cellular phone to operate the system, follow the offsite operating instructions.

When you call the panel, it needs to recognize that it should answer the incoming call. This is accomplished by one of two methods:

- **Ring-hang-ring method.** You can use this method if there is no chance that an answering machine or person will pick up the call on the first ring.
- **Twelve-ring method.** You can use this method if there is no chance that an answering machine or person will pick up the call before the twelfth ring.

To use the ring-hang-ring method:

1. Call the panel. (In most cases, this is the same number as the regular phone.)
2. Let the phone ring once, and then hang up.
3. Wait 10 to 40 seconds, and then call the system again. This time the panel will answer “System hello”, on the first ring.
4. Enter # (your designated phone command prefix.)
5. Enter your access code. You will hear a short status message, such as “System is okay”.
6. Proceed with system commands.

To use the twelve-ring method:

1. Call the panel and let the phone ring. The panel will answer “System hello” after the twelfth ring.
2. Enter # (your designated phone command prefix).
3. Enter your access code. You will hear a short status message, such as “System is okay”.
4. Proceed with system commands.

Codes with remote access capability

The ability to access the system from offsite is determined by a code attribute (see “Assigning code attributes” on page 25). Check the “User codes” on page 72 to see which access codes have the ability to operate the system from offsite.

Police panic alarm

Your system can be set up so that you can activate a police panic alarm from an onsite touchtone phone. If your system is set up for this:

- Press * repeatedly, regardless of your phone command prefix key.
- Do not wait more than 2 seconds between key presses. Continue pressing * even if you hear the system voice interrupt with a system status.

Offsite touchtone phones cannot activate this alarm.

To operate your system using a touchtone phone:

1. Use a touchtone phone to access the system.

   Local phone access. Pick up the phone. Within 5 seconds of picking up the phone receiver, enter # (or *).

   Remote phone access. Use the ring-hang-ring or twelve-ring method to get the system, then enter # (or*), *code*.

2. Enter the system command as shown in Table 10 below.

Table 10: System commands

Command	Entry
Disarm the system	Press #, 1, *code.*
Arm to Level 2	Press #, 2, *code.*
Arm to Level 3	Press #, 3, *code.*
Send a police panic alarm	Press *, *, *, *, *, * (available from onsite only).
Arm system with no delay	Press #, 2, *code,*4 (Level 2), or press #, 3, *code,* 4 (Level 3).
Arm to enable latchkey	Press #, 2, *code,* 6 (Level 2), or press #, 3, *code,* 6 (Level 3).
Arm system exit lights off	Press #, 2, *code,* 0 (Level 2), or press #, 3, *code,* 0 (Level 3).
Bypass a sensor	Indirectly: Arm the system and then press #, #. Directly: Press #, #, *code, sensor number*
Arm silently [1]	Press #, 5, 2, *code* (Level 2), or press #, 5, 3, *code* (Level 3).
Turn all lights on/off	Press #, 0, 0.
Turn specific lights on/off	Press #, 0, *light number* (1 to 9).
Cancel an accidental alarm	Press #, 1, *code,* or press #, *code.*
Check the system status	Short status: Press #, *. Full status: Press #, *, *.
Turn chime on/off	Press #, 7, 1.
Turn energy saver on/off	Press #, 7, 2.
Disable local phone access	Press #, 7, 3 (onsite only), or wait 5 seconds after picking up a local phone.
Check alarm memory	Press #, 7, 6.
Activate outputs	Press #, 7, 6, *output number* (1 to 6).

1. If the quick arm feature is on, access code is not required.

Programming

You can program the following items on your system:

- System time and date
- User codes
- Schedules
- Schedule events
- Downloading feature
- Brightness of touchpads
- Volume of speakers
- Chime features
- Energy saver options
- Attach lights to sensors

There are two methods for programming your system:

- **Programming menus.** Off visual text cues from your touchpad.
- **Programming shortcuts.** Allow you to type in a sequence of numbers for a specific programming task.

Either method requires a valid system or partition master code. You cannot program the system using a regular user code.

Programming menus

The programming menus (Table 11 on page 56) are arranged much like a computer software program. Each menu contains multiple options.

To enter the programming menus, press 9, *system or partition master code*.

To navigate through the menus:

Press A	To move backward through the menus.
Press B	To move forward through the menus.
Press 1	To turn a feature off.
Press 2	To turn a feature on.
Press the numbered keys	To enter values or codes.
Press *	To deselect an option or to cancel an entry.
Press #	To select an option or to accept an entry.

Table 11: Programming menus

Time and date	Time	
	Date	
User codes	Regular user	User 00 Direct bypassing on/off (default = off) Remote access on/off (default = off) System test on/off (default = off) Latchkey report on/off (default = off) Partition assign 1 to 6
	Partition master	Partition master code
	System master	System master code
Options	Downloading on/off (default = on)	
	Touchpad brightness 0 to 3 (default = 2)	
	Volume 1 to 7 (default = 4)	
	Voice chime on/off (default = on)	
	Chime on close on/off (default = off)	
Set up schedules	Schedule 00 to 15	Start time Stop time Monday on/off (default = off) Tuesday on/off (default = off) Wednesday on/off (default = off) Thursday on/off (default = off) Friday on/off (default = off) Saturday on/off (default = off) Sunday on/off (default = off)
Attach schedule to events	Latchkey opening	Schedule 00 to 15 on/off (default = off)
	Latchkey closing	Schedule 00 to 15 on/off (default = off)
	Exception opening	Schedule 00 to 15 on/off (default = off)
	Exception closing	Schedule 00 to 15 on/off (default = off)
	Lights 1 to 9	Schedule 00 to 15 on/off (default = off)
	Output 1 to 6	Schedule 00 to 15 on/off (default = off)
	Arming	Schedule 00 to 15 on/off (default = off)
	Away	Schedule 00 to 15 on/off (default = off)
Energy saver	Low setpoint 45 to 89° (default = 50)	
	High setpoint 48 to 90° (default = 90)	
Exit programming		
System version	Factory code	
	System number	
	System level	
	SW version	

To change or assign a user access code:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press B until the touchpad displays `USER CODES`, and then press #.
3. Press B until the touchpad displays the type of code you wish to change (regular user codes, partition master codes, or system master code), and then press #.
4. Press B until the touchpad displays the user code you wish to change, and then press #.
5. Enter the new code and then press #.
6. Press B. The touchpad displays `DIRECT BYPASSING` or `BYPASS`. Press 1, # to turn the option off for this user code. Press 2, # to turn the option on for this user code.
7. Press B. The touchpad displays `REMOTE ACCESS` or `REMOTE`. Press 1, # to turn the option off for this user code. Press 2, # to turn the option on for this user code.
8. Press B. The touchpad displays `SYSTEM TESTS` or `TESTS`. Press 1, # to turn the option off for this user code. Press 2, # to turn the option on for this user code.
9. Press B. The touchpad displays `LATCHKEY REPORT` or `LATCHKEY`. Press 1, # to turn the option off for this user code. Press 2, # to turn the option on for this user code.
10. Press B. The touchpad displays `PARTITION ASSIGN` or `P`. Enter the desired partition numbers (0 to 6) for this user code.

    This step can only be done on Concord 4 systems using the system master code.
11. Press *, B to move to the next user code, or press *, 00, # to exit the programming menus.

Note: The system will not accept the same code for two different users.

To delete a user access code:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press B until the touchpad displays `USER CODES`, and then press #. The touchpad displays `REGULAR USER CODES` or `REG CODES`.
3. Press #. (You cannot delete the system master code.)

4. Press B until the touchpad displays the user code you wish to delete, and then press #.
5. Enter the system or partition master code you used in Step 1, and then press #. The deleted code appears as `USER 04 ****` or `RG 01 ----`, for example.
6. Press *, B to move to the next user code, or press *, 00, # to exit the programming menus.

To change or delete the partition master code:

1. Enter the programming menus by pressing 9, *system or partition master code*.
2. Press B until the touchpad displays `USER CODES`, the press #. The touchpad displays `REGULAR USER CODES` or `REG CODES.`
3. Press B until the touchpad displays `PARTITION MASTER CODE` or `PTN MASTER`, and then press #.
4. Enter the system master code to delete the partition master code, or enter a new 4-digit partition master code to replace the existing code, and then press #.
5. Press *, 00, # to exit the programming menus.

To change the system master code:

1. Enter the programming menus by pressing 9, *system master code*.
2. Press B until the touchpad displays `USER CODES`, the press #. The touchpad displays `REGULAR USER CODES` or `REG CODES`.
3. Press B until the touchpad displays `SYSTEM MASTER CODE` or `SYS MASTER`, and then press #.
4. Enter a new 4-digit system master code to replace the existing code, and then press #.
5. Press *, 00, # to exit the programming menus.

Programming shortcuts

A programming shortcut is a number that “jumps” you to a particular spot in the programming menus. A series of shortcut numbers takes you directly to the feature you want to change.

To use the programming shortcuts:

1. Enter user programming:

   Local phone. Press #, 9, *code*.

Remote phone access. Dial the phone number and then press #, *cod*e, #, 9 *code*.

Touchpad. Press 9, *code*.

2. Enter a programming command sequence (see Table 12 below.)

Table 12: Programming shortcuts command sequences

Command	Programming sequence
Time	*, 020, *TTTT*, #
Date	*, 021, *DDMMYY*, #
Regular user codes	Concord 4 (continues up to User 229): User 00: *, 03000000, *nnnn*, # User 01: *. 03000010. *nnnn*. # User 02: *, 03000020, *nnnn*, # Concord Express V4 (continues up to User 15) User 00: *, 0300000, *nnnn*, # User 01: *, 0300001, *nnnn*, # User 02: *, 0300002, *nnnn*, # If using alphanumeric or fixed display touchpads, use A or B to scroll through the code attributes and change them as required.
Partition master code	Keypad must be in the partition to access the partition master code. Partition 1: *, 0310, *nnnn*, # Partition 2: *, 0311, *nnnn*, # Partition 3: *, 0312, *nnnn*, # Partition 4: *, 0313, *nnnn*, # Partition 5: *, 0314, *nnnn*, #
System master code	*, 0320, *nnnn*, #
Direct bypassing attribute	*, 030 *nnn* (user number) 1, 1 (off) or 2 (on), #
Remote access attribute	*, 030, *nnn* (user number) 2, 1 (off) or 2 (on), # *, 030, *nn* (user number) 2, 1 (off) or 2 (on), # (Concord Express V4)
System test attribute	*, 030, *nnn* (user number) 3, 1 (off) or 2 (on), # *, 030, *nn* (user number) 3, 1 (off) or 2 (on), # (Concord Express V4)
Latchkey report attribute	*, 030, *nnn* (user number) 4, 1 (off) or 2 (on), # *, 030, *nn* (user number) 4, 1 (off) or 2 (on), # (Concord Express V4)
Partition assign attribute (Concord 4 systems only)	*, 030, *nnn* (user number) 5, 1 to 6, #
Downloading	*, 041, 1 (off) or 2 (on), #
Touchpad brightness	*, 043, 0 to 3, #
Volume	*, 044, 0 to 7, # Note: Only available with PIVM or VOM installed.

Command	Programming sequence
Voice chime	*, 045, 1 (off) or 2 (on), # Note: Only available with PIVM or VOM installed.
Chime on close	*, 046, 1 (off) or 2 (on), #
Time schedule *XX* (00 to 15)	Start time: *, 05*XX*0, *TTTT*, # Stop time: *, 05*XX*1, *TTTT*, # Monday: *, 05*XX*2, 1 (off) or 2 (on), # Tuesday: *, 05*XX*3, 1 (off) or 2 (on), # Wednesday: *, 05*XX*4, 1 (off) or 2 (on), # Thursday: *, 05*XX*5, 1 (off) or 2 (on), # Friday: *, 05*XX*6, 1 (off) or 2 (on), # Saturday: *, 05*XX*7, 1 (off) or 2 (on), # Sunday: *, 05*XX*8, 1 (off) or 2 (on), #
Latchkey opening	Attaching schedules for latchkey opening operation Schedule 0: *, 06000, 1 (off) or 2 (on), # Schedule 1: *, 06001, 1 (off) or 2 (on), # (continues through schedule 15)
Latchkey closing	Attaching schedules for latchkey closing operation. Schedule 0: *, 06100, 1 (off) or 2 (on), # Schedule 1: *, 06101, 1 (off) or 2 (on), # (continues through schedule 15)
Exception opening	Attaching schedules for exception opening operation. Schedule 0: *, 06200, 1 (off) or 2 (on), # Schedule 1: *, 06201, 1 (off) or 2 (on), # (continues through schedule 15)
Exception closing	Attaching schedules for exception closing operation. Schedule 0: *, 06300, 1 (off) or 2 (on), # Schedule 1: *, 06301, 1 (off) or 2 (on), # (continues through schedule 15)
Light 1	Attaching schedules for Light 1 operation. Schedule 0: *, 06400, 1 (off) or 2 (on), # Schedule 1: *, 06401, 1 (off) or 2 (on), # (continues through schedule 15)
Light 2	Attaching schedules for Light 2 operation. Schedule 0: *, 064100, 1 (off) or 2 (on), # Schedule 1: *, 064101, 1 (off) or 2 (on), # (continues through schedule 15)
Light 3	Attaching schedules for Light 3 operation. Schedule 0: *, 064200, 1 (off) or 2 (on), # Schedule 1: *, 064201, 1 (off) or 2 (on), # (continues through schedule 15)
Light 4	Attaching schedules for Light 4 operation. Schedule 0: *, 064300, 1 (off) or 2 (on), # Schedule 1: *, 064301, 1 (off) or 2 (on), # (continues through schedule 15)

Command	Programming sequence
Light 5	Attaching schedules for Light 5 operation. Schedule 0: *, 064400, 1 (off) or 2 (on), # Schedule 1: *, 064401, 1 (off) or 2 (on), # (continues through schedule 15)
Light 6	Attaching schedules for Light 6 operation. Schedule 0: *, 064500, 1 (off) or 2 (on), # Schedule 1: *, 064501, 1 (off) or 2 (on), # (continues through schedule 15)
Light 7	Attaching schedules for Light 7 operation. Schedule 0: *, 064600, 1 (off) or 2 (on), # Schedule 1: *, 064601, 1 (off) or 2 (on), # (continues through schedule 15)
Light 8	Attaching schedules for Light 8 operation. Schedule 0: *, 064700, 1 (off) or 2 (on), # Schedule 1: *, 064701, 1 (off) or 2 (on), # (continues through schedule 15)
Light 9	Attaching schedules for Light 9 operation. Schedule 0: *, 064800, 1 (off) or 2 (on), # Schedule 1: *, 064801, 1 (off) or 2 (on), # (continues through schedule 15)
Output 1	Attaching schedules for Output 1 operation. Schedule 0: *, 065000, 1 (off) or 2 (on), # Schedule 1: *, 065001, 1 (off) or 2 (on), # (continues through schedule 15)
Output 2	Attaching schedules for Output 2 operation. Schedule 0: *, 065100, 1 (off) or 2 (on), # Schedule 1: *, 065101, 1 (off) or 2 (on), # (continues through schedule 15)
Output 3	Attaching schedules for Output 3 operation. Schedule 0: *, 065200, 1 (off) or 2 (on), # Schedule 1: *, 065201, 1 (off) or 2 (on), # (continues through schedule 15)
Output 4	Attaching schedules for Output 4 operation. Schedule 0: *, 065300, 1 (off) or 2 (on), # Schedule 1: *, 065301, 1 (off) or 2 (on), # (continues through schedule 15)
Output 5	Attaching schedules for Output 5 operation. Schedule 0: *, 065400, 1 (off) or 2 (on), # Schedule 1: *, 065401, 1 (off) or 2 (on), # (continues through schedule 15)
Output 6	Attaching schedules for Output 6 operation. Schedule 0: *, 065500, 1 (off) or 2 (on), # Schedule 1: *, 065501, 1 (off) or 2 (on), # (continues through schedule 15)

Command	Programming sequence
Arm to Level 3 (away)	Attaching schedules for arming to Level 3 (away) operation. Schedule 0: *, 066000, 1 (off) or 2 (on), # Schedule 1: *, 066001, 1 (off) or 2 (on), # (continues through schedule 15)
Energy saver	Setpoints (enter temperature value in Fahrenheit) Low: *, 070, *nn*, # High: *, 071, *nn*, #
Factory code	*, 010
System number	*, 011
Software version	*, 013
Attach lights to sensors	Attaching lights to sensors. Light 1: *, 080, *nn* (sensor number to be attached), # Light 2: *, 082, *nn* (sensor number to be attached), # (continues through Light 9)
Exit programming menus	*, 00, #

Testing and troubleshooting

This section provides information to help you test and troubleshoot problems.

Testing

The system contains a test mode that allows you to test sensors and panic signals without creating false alarms in monitored systems. Please follow the instructions in this section carefully.

Your security system automatically monitors for problems like power failures, low batteries, sensors that aren't working, and communication trouble with the central monitoring station.

When your system detects a problem, trouble beeps sound to alert you. See "Troubleshooting" on page 66 for an explanation of trouble beep causes and what you can do to fix the problem.

There are weekly system test you can do yourself as an added safeguard. Taking time to do these tests will familiarize you with your system and alert you to anything unusual, such as cut phone lines or sensors that have been tampered with.

Sensor test

This test verifies that the sensors in your system are operating correctly. The ability to conduct a sensor test is a code attribute. Do not attempt to test sensors by tripping them while the system is armed. This can result in authorities being dispatched to the site, which could result in a fine.

See "System sensors" on page 70 to see which access codes have the ability to conduct a sensor test. See "Assigning code attributes" on page 25 or talk to your installer for information on changing code attributes.

Sensor test reports are sent to the central station at the beginning and end of system tests.

To perform a sensor test:

1. Make sure the system is disarmed to Level 1 (off). The system will not let you enter sensor test mode unless it is disarmed.
2. Press 8, *code*, 3.

   Touchpads display `PRESS STATUS SYSTEM ARMED TO SENSOR TEST` or `SENSOR TEST nn MINUTES LEFT`. When less than 5 minutes remain in test mode time, the system sounds a short beep every 60 seconds.
3. Follow the test procedure for each device as listed in Table 13 on page 64.

If you need more time to complete testing, restart the timer by pressing 8, *code*, 3.

Check to see that all sensors have been tested by pressing *. Touchpads display a list of untested sensors. You will know that you have finished testing when touchpads display SENSOR TEST OK or ZONES ALL TESTED.

4. Disarm to Level 1 to exit test mode.

Table 13: Sensor test

Device	Test procedure	Touchpad results
Touchpad	Trip a police panic alarm, fire alarm, and auxiliary panic alarm	POLICE OK, FIRE OK, AUXILIARY OK, POLICE PANIC OK, FIRE PANIC OK, AUXILIARY PANIC OK
Wireless touchpad	Press the Bypass key	ZONES *nn* OK, TOUCHPAD *nn* OK
Keychain touchpad	Press and hold the Lock and Unlock buttons simultaneously for 3 seconds.	ZONES *nn* OK, TOUCHPAD *nn* OK
	Press and hold the Star and Light buttons simultaneously for 3 seconds.	AUXILIARY OK, AUXILIARY PANIC OK
Panic button	Press and hold the appropriate panic buttons for 3 seconds.	ZONES *nn* OK, SENSOR *nn* OK
Door/window sensor	Open the secured door or window	ZONES *nn* OK, SENSOR *nn* OK
Smoke detector	Press and hold the test button until the system sounds transmission beeps	ZONES *nn* OK, SENSOR *nn* OK
Motion detector	Avoid the motion detector view for 5 minutes, and then enter its view.	Zones *nn* OK, SENSOR *nn* OK
Rate-of-rise heat detector	Rub your hands together until warm, and then place one hand on the detector for 30 seconds.	ZONES *nn* OK, SENSOR *nn* OK
Shock sensor	Tap the glass twice, away from the sensor. Wait at least 30 seconds before testing again.	Zones *nn* OK, SENSOR *nn* OK
Phone interface and voice module	Activate a police panic by accessing the system using the phone and pressing *, *, *, *, *, *.	POLICE PANIC OK
Glass guard sensor	Tap the glass 3 or 4 inches from the sensor.	ZONES *nn* OK, SENSOR *nn* OK
Freeze sensor	Apply an ice cube wrapped in plastic to the sensor. Do not allow the sensor to get wet.	ZONES *nn* OK, SENSOR *nn* OK

Phone communication test

The purpose of this test is to verify communication between the central monitoring station and your system.

Most phone tests take only a few minutes, however, your system will try for up to 15 minutes to establish a connection if necessary.

To perform a phone communication test:

1. Disarm the system.
2. Press 8, *system or partition master code*, 2.

   Touchpads display `PHONE TEST` or `SYSTEM ARMED TO PHONE TEST`.

   If the phone test is successful, systems with the optional voice feature will announce, “Report okay”.

Within a few minutes, the touchpad display should return to the Level 1 display. If it does not return in 3 minutes, note how long before the Level 1 display returns and contact the installer.

After the test has started, you can change the arming level to Level 1, then to Level 2, or Level 3.

Siren test

The purpose of this test is to verify that the panel is activating sirens with the appropriate warning sounds. You must contact the central monitoring station before activating any alarms. Otherwise, authorities will be dispatched to the site, which could result in a fine.

To perform a alarm siren sound test:

1. Contact the central monitoring station to inform them that you will be activating alarms and they should not dispatch authorities.
2. Activate alarms of each type (fire, police, auxiliary), one at a time.
3. Listen for the appropriate siren sound when each alarm is activated (see “Alarm sounds and status beeps” on page 83).
4. Contact the central monitoring station to inform them when you are finished activating alarms.

Troubleshooting

This section provides information to help you diagnose and solve problems that may arise while configuring or using your security system.

Your security system uses a variety of different alarm sirens, status beeps, voice messages, and trouble beeps to communicate with you. This section describes sounds and what they mean. Try to familiarize yourself with the differences. You will hear sounds each time you tell your security system to do something, like arm or disarm. Some sounds you will hear only when there is a problem with the system, like a low battery. There are also sounds you will hear in an emergency. Getting to know your system sounds allows you to react quickly and appropriately, to the messages you hear.

Trouble beeps and messages

When your system detects a problem, it lets you know by sounding trouble beeps from system touchpads and sirens, and by displaying trouble signals as messages on touchpads.

Trouble beeps are a series of five short beeps once a minute.

If possible, correct the situation that is causing the trouble beeps. If this is not possible, call for service. If the problem is not corrected, trouble beeps and messages start again 4 to 10 hours later.

Your security system also has a feature that will prevent trouble beeps from starting during normal sleeping hours. This sleep time period is normally set from 10 p.m. to 8 a.m. Contact your installer if you wish to verify or change this settings.

To silence trouble beeps:

1. Do a system status check by pressing * on a touchpad.
2. Change the arming level.

Table 14 below describes the conditions under which trouble beeps occur and when they begin. (These sounds are heard from interior sirens and touchpad if available.)

Table 14: Trouble conditions

Touchpad/voice feedback	Trouble condition
AC power failure	The panel power transformer may be unplugged or there may be an AC power outage. If the transformer is plugged in, check the circuit breaker or fuse that controls that outlet. The backup battery will take over, but if AC power is not restored within 15 minutes, the system will alert you and the central station (if your system is monitored). It reports again, when power is restored.

Touchpad/voice feedback	Trouble condition
Low batt	The emergency backup battery in the control panel is low and must be recharged or replaced. If AC power is out, the security system may shut down once the battery is below the operating level. When AC power is restored, the panel recharges the battery. If the trouble condition exists more than 24 hours after AC power is restored, call your security dealer for service.
Sensor supervisory	There is a problem with how the sensor is communicating with the panel. Test the sensor in test mode. If testing the sensor does not clear the trouble condition, call your security dealer for service.
Sensor trouble	A sensor may have an internal problem or a fire/smoke sensor may not have properly reset after activation, or the sensing chamber may be dirty or partially obstructed. Test the sensor in test mode. If testing the sensor does not clear the trouble condition, call your security dealer for service.
Sensor xx low battery	A sensor has a low battery. Disarm the system and remove the sensor cover. If the battery is an alkaline AA or AAA, change the battery. If the battery is any other type, call your security dealer for service.
Sensor xx tamper	A sensor cover is off or open. Secure the cover and trip the sensor to clear the tamper condition.
Phone failure trouble	The system can't communicate with the central station. The system tries to report to the central station three times before indicating phone failure trouble, then makes five more reporting attempts. Make sure the panel is connected to the special phone jack installed by your security dealer. Disconnect the panel from the special phone jack and check the phone for a dial tone. If you hear a dial tone, call your security dealer for service. If you don't hear a dial tone from any phone, telephone service in your home or area may be out. Phone failure trouble takes precedence over other system problems, so you must clear the phone failure message (by disarming the system) before you are able to see other system messages.
Receiver interference or receiver failure	There is a receiver failure or receiver interference problem. Call your security dealer for service.
Memory failure or all text is lit on a fixed display touchpad	There is a system memory failure. Call your security dealer for service.
Auxiliary phone trouble	There is a problem with the cellular backup-reporting portion of your system. Call your security dealer for service.
Aux power fail	There is a problem with the power supplied to parts of the system. Call your security dealer for service.
Bus failure unit nn	There is a problem with one of the peripheral devices in your system. Call your security dealer for service.

Common questions

What if someone calls while I'm using the phone to operate the panel?

If the phone rings while you're using it to operate the system, you'll hear one long beep for each ring from interior speakers and phones. You can answer the call by simply hanging up on the system, and then answering the call as you normally would.

You'll have to initiate another session to resume system operation.

Can I use the phone to control the system while I'm talking on the phone?

No.

How do I perform other phone operations without commanding my security system?

You can use your phone for transactions such as banking from home by temporarily disengaging phone control to your security system. The following procedure will work for one call at a time.

To disengage local phone control:

1. Pick up the phone and press #, 7, 3. The system responds by returning a dial tone.
2. Wait about 5 seconds for the system to disable local phone control, then make the desired phone call.

After you hang up, the system automatically enables phone control.

I can't arm the system.

Do the following:

1. If arming to Level 2 (stay) or Level 3 (away), make sure all monitored perimeter doors and windows are closed.
2. Press * for a system status and for clues to the problem.
3. If you cannot solve the problem, call the installer.

I can't bypass a sensor: my alphanumeric touchpad displays "INVALID" and my fixed display touchpad sounds a single, long beep.

Possible explanations include:

- The sensor you are trying to bypass may not be active in the current arming level. For example, an interior motion detector will not be active in Level 2.
- You may be trying to bypass a 24-hour sensor that cannot be bypassed, such as a smoke detector.
- Your access code has not been assigned the direct bypassing attribute.

I can’t arm my system to Level 3 (away).

If a delay door is open while you’re trying to arm the system to Level 3 or a delay door was not activated after the arming attempt, the system will arm to Level 2 instead. Close the delay door, arm the system to Level 3, and then exit through a delay door.

How do I disable my system long enough to retrieve messages from work or to do banking over the phone?

Solutions include:

- Disengage the security system from local phone control by entering #, 7, 3. The system responds by returning a dial tone.
- Pick up the phone receiver and wait 5 seconds before dialing any numbers. After the 5-second period, the system disables local phone control and ignores phone commands.

My lights don’t come on automatically as they’ve been programmed to do.

Try the following:

- Make sure the lamp has a working bulb.
- Make sure the lamp is plugged in at a working outlet that is not controlled by a light switch.
- Check to see if the lamp is plugged into a lamp module.
- Make sure that you’ve attached the correct time schedule as described in “Advanced light control” on page 34.
- Check to see that you’ve set up the time schedule correctly as described in “Time schedules” on page 31.
- Check the “Lights” on page 81 to see in which partition the light is set up to be active.

Contact

For help operating and troubleshooting this product, contact your local installation company.

User sheets

This section provides specific information about the setup of your system. The User Sheets should be completed by the installer and the user.

System sensors

If you have more system sensors than will fit on this sheet, make copies of this sheet and keep all the information together.

Record the sensor number and name in Table 15 below. Indicate the partition, whether it is a hardwired (HW) or wireless sensor (WL), or a touchpad (TP).

Table 15: System sensors

Number	Sensor name	Partition 1 to 6	HW / WL / TP (circle one)
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP

Number	Sensor name	Partition 1 to 6	HW / WL / TP (circle one)
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP
			HW / WL / TP

User codes

Table 16 below provides a space for you to record user code information. If you have more user codes than will fit on this sheet, make copies of this sheet and keep all the information together.

- B User can bypass sensors
- RA User can access the system from a phone
- PTN Accessible partitions for each code
- S User can perform system tests
- L Latchkey user

Defaults are indicated by an X.

Table 16: User codes

User code number	B	RA	S	L	Code	Accessible partitions 1 to 6
System Master	X	X	X	NA	Default: 1234	1, 2, 3, 4, 5, 6
Partition 1 Master	X	X	X	NA	Default: none	1
Partition 2 Master	X	X	X	NA	Default: none	2
Partition 3 Master	X	X	X	NA	Default: none	3
Partition 4 Master	X	X	X	NA	Default: none	4
Partition 5 Master	X	X	X	NA	Default: none	5
Partition 6 Master	X	X	X	NA	Default: none	6

Alphanumeric and fixed display touchpads

Status beeps and key beeps are programmable by the installer. The silent arming feature is user-programmable.

Note: Protest beeps will always sound when bypassing.

Table 17 below shows touchpad information.

Table 17: Touchpad information

Touchpad location	Partition 1 to 6	Status beeps	Key beeps
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off
		On/Off	On/Off

Is the touchpad tamper feature on?

☐	Yes	If, when the system asks for a code, more than 40 touchpad keys are pressed in rapid succession and those keystrokes are not part of a valid access code, a siren will sound.
☐	No	Multiple key presses that are not part of a valid access code will not send an alarm.

Keychain touchpads

There are _____ keychain touchpads in use in the system.

Keychain touchpad 1

Active for partition: 1 2 3 4 5 6

Latchkey user: Y N

Press the Lock button to:

- ☐ Increase the arming level.
- ☐ Arm the system to Level 3 with no exit or entry delay.

Press the Lock and Unlock buttons at the same time to:

- ☐ Create a panic alarm.
- ☐ _____

Press the Light button to control all lights.

Press the Star button to trigger _____.

Press the Light and Star buttons at the same time to create an auxiliary panic alarm.

Keychain touchpad 2

Active for partition: 1 2 3 4 5 6

Latchkey user: Y N

Press the Lock button to:

- ☐ Increase the arming level.
- ☐ Arm the system to Level 3 with no exit or entry delay.

Press the Lock and Unlock buttons at the same time to:

- ☐ Create a panic alarm.
- ☐ _____

Press the Light button to control all lights.

Press the Star button to trigger _____.

Press the Light and Star buttons at the same time to create an auxiliary panic alarm.

Keychain touchpad 3

Active for partition: 1 2 3 4 5 6

Latchkey user: Y N

Press the Lock button to:

- ☐ Increase the arming level.
- ☐ Arm the system to Level 3 with no exit or entry delay.

Press the Lock and Unlock buttons at the same time to:

- ☐ Create a panic alarm.
- ☐ _____

Press the Light button to control all lights.

Press the Star button to trigger _____.

Press the Light and Star buttons at the same time to create an auxiliary panic alarm.

Keychain touchpad 4

Active for partition: 1 2 3 4 5 6

Latchkey user: Y N

Press the Lock button to:

- ☐ Increase the arming level.
- ☐ Arm the system to Level 3 with no exit or entry delay.

Press the Lock and Unlock buttons at the same time to:

- ☐ Create a panic alarm.
- ☐ _____

Press the Light button to control all lights.

Press the Star button to trigger _____.

Press the Light and Star buttons at the same time to create an auxiliary panic alarm.

Accidental smoke and fire alarms

To silence the alarms and reset the sensor:

1. Press *code* or 1, *code*, once to silence the alarm.
2. Press 1, *code*, again to reset the smoke alarm.

Smoke and fire panic alarms cannot be cancelled and are always reported to the central station. If, after disarming the system once, the system still thinks a sensor is open, disarm the system again.

In the event of an accidental smoke or fire alarm, follow these dealer instructions:

_____
_____
_____
_____

Resetting the smoke detector

To reset smoke detectors:

- ☐ They are reset automatically.
- ☐ Press the reset switch.
- ☐ Enter the disarm command twice.

Dialer abort

I have _____ seconds to cancel an accidental intrusion or auxiliary alarm before it is reported to the central station.

Doors and delay time settings

When the system is armed, enter and exit the premises only through designated delay doors.

- Entry delay time. The time allowed to enter the premises and disarm the system.
- Exit delay time. The time allowed to leave the premises after arming the system.

Table 18 below indicates the door and delay time settings.

Table 18: Door and delay time settings

Door number	Door location	Partition	Entry delay	Exit delay
1		1		
2		2		
3		3		
4		4		
5		5		
6		6		

System features

Table 19 below shows system feature options

Table 19: System features

Feature	My system features	
Quick arm	☐	Yes. Press the arming level desired.
	☐	No. Enter arming level, then access code.
Quick exit	☐	Yes. Press D and exit your armed premises through a delay door within 2 minutes.
	☐	No. I need to disarm my system in order to exit the premises.
Exit extension	☐	Yes. If I reenter the armed premises during the exit delay time, the panel will restart the exit delay time.
	☐	No. If I reenter the armed premises during the exit delay time, it will continue to count down and I must disarm the system.

Feature	My system features	
Keyswitch arming	☐	Yes. I can use a key to arm the system. The switch is located: _____ _____
	☐	No.

System information

Table 20 below shows system information.

Table 20: System information

System information	Code
Factory code	
System number	
System level	
Software version	

If the power goes out

Your system has a backup battery that keeps your system operational during a power failure. An optional feature allows your system to alert the central monitoring station if the power is off for 15 to 45 minutes. It reports again when power has been restored.

No activity time

Table 21 below shows the no activity time for each partition (default time is 24 hours).

Table 21: No activity time

Partition	No activity features	
1	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.
2	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.
3	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.

Partition	No activity features	
4	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.
5	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.
6	☐	Yes. A report will be sent if there is no activity in my system for _____ hours (1 to 42).
	☐	No. My system does not use this feature.

Paging

Table 22 below shows what events the system will notify the central station or pagers.

Table 22: Events and notifications

Event	CS1	CS2	CS3	Pagers				
				1	2	3	4	5
High level reports								
Low level reports								
Opening/closing reports								
Latchkey reports	NA	NA	NA					
Exception reports								
Streamlining	NA	NA	NA					
Partition	NA	NA	NA					

According to my pager provider, the central station account number will appear as:

_____
_____

Lights

Record the house codes for each partition and location of each light in Table 23 below.

Table 23: Lights

Partition 1 **House code _____**		**Partition 2** **House code _____**		**Partition 3** **House code _____**	
Light	**Light location**	**Light**	**Light location**	**Light**	**Light location**
1		1		1	
2		2		2	
3		3		3	
4		4		4	
5		5		5	
6		6		6	
7		7		7	
8		8		8	
9		9		9	
Partition 4 **House code _____**		**Partition 5** **House code _____**		**Partition 6** **House code _____**	
Light	**Light location**	**Light**	**Light location**	**Light**	**Light location**
1		1		1	
2		2		2	
3		3		3	
4		4		4	
5		5		5	
6		6		6	
7		7		7	
8		8		8	
9		9		9	

Outputs

Table 24: Output information

Output	Partition	Location	Name
1			
2			
3			
4			
5			
6			

Energy saver

Table 25: Energy saver information

Partition	Low temperature setting in °F	High temperature setting in °F
1		
2		
3		
4		
5		
6		

Alarm sounds and status beeps

Table 26: Alarm sounds

Alarm type	Alarm sound
Fire	Repeating series of three beeps
Police	Continuous tone
Auxiliary	Rapid beeps

Table 27: Beep sounds

Beep type	Beep sound
Exit delay	Two or three beeps (arming level), followed by one beep every 4 seconds, followed by 10 seconds of quick beeps (end of exit delay), followed by two or three beeps (set arming level).
Entry delay	Two beeps every 2 seconds, followed by two beeps every second for the last 10 seconds.
Chime	Two beeps whenever a protected door or window is opened.
Chime on close	One long beep when a protected door or window is closed.
Protest	Repeating pattern of one long beep, followed by one short beep, followed by one long beep.
Trouble	Five short beeps once every minute.
Sensor test	One short, high-pitched beep when a sensor/touchpad test okay. One short, low-pitched beep when a sensor/touchpad fails a test (contact your dealer for information or service). One short beep every minute during the last 5 minutes of the sensor test.

Emergency planning

Since an emergency is always unexpected, you should develop plans for a variety of emergencies. Periodically discuss and rehearse emergency plans that include the following:

- Understand how to use your security system.
- Know the normal state of doors and windows; open, closed, or locked.
- Use a different escape route if closed doors feel hot to the touch.
- Emphasize that everyone should escape as quickly as possible. Do not stop to gather any belongings.
- Crawl and hold your breath as much as possible to help reduce smoke inhalation during your escape.
- Meet at a designated outdoor location.
- Emphasize that no one should return to the premises if there is a fire.
- Notify the fire department from a neighbor’s phone.
- If you arrive at the premises and hear sirens, do not attempt to enter the building. Call for emergency assistance from a cell phone or a neighbor’s phone.

Your floor plan

Use the following guidelines when drawing your floor plan:

- Show all building levels.
- Show exits from each room (two per room are recommended).
- Show the location of all security system components.
- Show the location of any fire extinguishers.

Alarm system limitations

Not even the most advanced alarm system can guarantee protection against burglary, fire, or environmental emergencies. All alarm systems are subject to possible compromise or failure-to-war, for a variety of reasons including:

- If sirens are not placed within range of persons sleeping, in remote areas of the premises, or if they are placed behind doors or other obstacles.
- If intruders gain access through unprotected entry points or areas where sensors are bypassed.

- If intruders have the technical means of bypassing, jamming, or disconnecting any or all parts of the system.
- If power to sensors is disconnected or inadequate.
- If freeze, flood, or any environmental sensors are not located in areas where the specific condition can be detected.
- If smoke does not reach a smoke sensor. For example, smoke sensors cannot detect smoke in chimneys, walls, roofs, or smoke blocked by a closed door. Sensors may not detect smoke on building levels different from their installed location. Sensors may not warn in time when fires are caused by smoking in bed, explosions, improper storage of flammables, overloaded electrical circuits, or other hazardous conditions.
- If telephone lines are out of service. Telephone lines are also vulnerable to compromise by any of several means.

Inadequate maintenance is the most common cause of alarm failure. Therefore, test your system once each week to verify sensors, sirens, and phone communication are all working correctly.

Although having an alarm system can make you eligible for reduced insurance premiums, the system is no substitute for insurance.

WARNING: Security systems and devices cannot compensate you for like or property losses.