

# USER GUIDE

9851

## HARDWIRED CONTROL PANELS

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9851 Hardwired Control Panel User Guide.

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# 1. INTRODUCTION

## THE ALARM SYSTEM

The 9851 alarm system comprises a control unit, one or more keypads, and various detectors.

The control unit is a box that houses the main controller, power supply, stand-by battery, and any remote communicator. The control unit is normally fitted out of sight in a safe place (for example under the stairs).

The detectors are installed at various places, or **zones**, around the premises. If something triggers a detector then the detector signals back to the control unit. How the control unit reacts depends on whether the system is **set** or **unset**.

When **set** the control unit raises an alarm whenever a detector is triggered. The alarm might be a bell or strobe on the outside of your premises, or it might be a silent signal from the communicator over the telephone line to an Alarm Receiving Centre (ARC). When **unset** the system does not raise an alarm if a detector is triggered.

The installer can program the control unit so that your system behaves either as a single system, or as four independent Partitions.

If you have a single system then you can set the whole system to one of four Levels: A, B, C or D. Level A protects the whole of the premises covered by the detectors. Levels B, C and D set part of the system, protecting part of the premises while the rest is in use. In a single system you cannot set two or more Levels at the same time.

If you have a Partitioned system then each Partition (also called A, B, C or D) behaves as a separate alarm system, that can be set and unset independently of the others. In a Partitioned system you can set two, three or all four Partitions at the same time. See section 4. for instructions on using Partitions.

Whichever type of system you have, the control unit raises an alarm when a detector belonging to a set Level or Partition is triggered. The Installer allocates detector zones to Levels or Partitions during installation. Ask your Installer to tell you how each zone is allocated.

Your premises may be fitted with **24 hour** zones and **panic alarm** zones. If these zones are triggered the system will raise an alarm whether or not any Level or Partition is set.

## THE KEYPADS

Your alarm system is fitted with one or more 9930 liquid crystal display (LCD) keypads. You can set and unset the system from the keypad, read the event log and make minor changes to the way the system operates.

You must enter an **access code** before the system will accept commands from the keypad. The system can store up to 16 different access codes, providing secure access for 16 users.

Figure 1 shows the 9930 in detail.

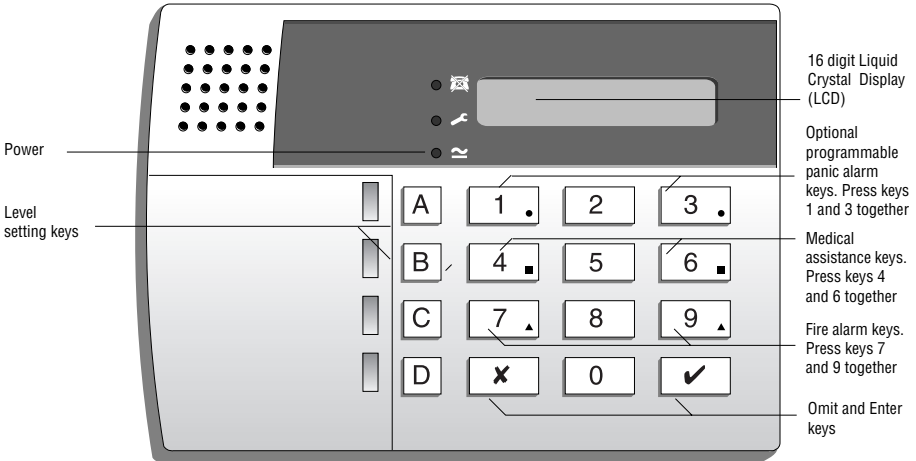





Figure 1. 9930 LCD Remote Keypad.

On the keypad the display shows the state of detector zones, the anti-tamper wiring, and other information as necessary.

-  Glows steadily if the connected telephone line is not working correctly.
-  Glows steadily if the system needs attention from an Engineer or Installer.
-  Glows steadily when mains power is present. Flashes if the system is working off its stand-by battery.

The keys allow you to enter your access code to set and unset the system. In addition, individual keys let you start or stop various functions. These are:

### Key Used to:

- A Set the system to Level A (Full Set) or Partition A.
- B Set the system to Level/Partition B.
- C Set the system to Level/Partition C.
- D Set the system to Level/Partition D.

- 4 Change the user access codes.
- 5 Display the last 250 log events.
- 6 Set the internal clock/calendar, which provides a time stamp on log entries.
- 7 Enable or disable the Chime facility.
- 8 Start a test of the sounders and strobe.
- 9 Start a test of the detectors. (See "5. Special Functions".)
- ✗ Omit individual zones or act as an Escape key when entering commands.
- ✓ Enter programming and setting/unsetting commands.

## **THE 725R TELECOMMAND (REMOTE SETTING DEVICE)**

If your alarm system has a 9955 radio expander connected to it then you will be able to use a 725r telecommand (also called a remote setting device).

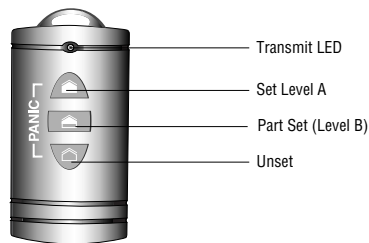






Figure 2. 725r Remote Setting Device

On the 725r the transmit LED glows when the device is sending a signal to the alarm system. The buttons have the following functions:

-  Sets the system to Level A (Full Set) or Partition A.
-  Sets the system to Level B (single system only).
-  Unsets the system or Partition A.
-  Pressing both these buttons at the same time starts a PA alarm.

## **ABOUT THIS GUIDE**

The rest of this guide tells you how to use the system in more detail:

2. Everyday Operation Describes how to set and unset a single system.
3. After an Alarm Tells you how to switch off the sounders after an alarm, how to see what caused the alarm, and how to reset the system so that it can be used again.
4. Using Partitions Tells you how to set and unset Partitions.
5. Special Functions Tells you how to use the more advanced features of the system.




## 2. EVERYDAY OPERATION

There are several different methods for setting the system. If you have a single system then your installer can program it to use one or other of the setting methods described. Ask your Installer to provide the method that suits your site best. This section describes how to use a single system.

If you have a Partitioned system then the Installer can program each Partition to set using one or other of the setting methods described. See Section 4. "Using a Partitioned System" for more instructions on using a Partitioned system.

During installation the Installer programs the system to create an **exit route** for your premises. When setting the system you must follow this route to leave the premises. You must also follow a specified **entry route** when going into the premises in order to unset the system. If you stray from these routes you may cause a false alarm.

### HOW DO I KNOW IF THE SYSTEM IS WORKING?

The  lamp always glows when the mains power is present. If the  lamp flashes slowly then mains power is off, and the system is working from its internal battery. If the  lamp is dark then the system is dead.

When the system is set, the display shows which Level or Partition is set.

**However**, the Installer can program the system to hide this display. Ask your Installer how the system is set up.

If you wish to test the system and its detectors, see "5. Special Functions - Testing the System" on page 24.

### SETTING THE SYSTEM

Your alarm system provides several different methods for setting:

- Timed Set.
- Final Door Set.
- Exit Terminate Button.
- Instant Set.
- Silent Set.
- Part Setting for (single systems only).
- Keyswitch setting.
- Telecommand setting.

Ask your Installer which method is fitted, and then use the following pages for detailed instructions.

## TIMED SET

With Timed Set the system sets after a programmed **exit time** has expired. Ask your Installer to make sure the exit time is long enough for you to leave the premises and close the final door.

1. Close all doors and windows.
2. Key in your access code at the keypad.
3. Press the appropriate Level key.

Note: If you press ✓ at this point the system sets at Level A.

The exit time starts when you press ✓ or the Level key. During the exit time the keypads give a continuous **exit tone** to warn you that the timer is running.



Exit Tone



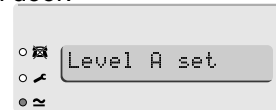
If you hear an interrupted tone from the keypads or internal sounder then something is triggering one of the detectors. (See also "If The System Will Not Set" on p10.)

4. Leave via the designated exit route. Close the final door.

At the end of the exit time the system sets, and gives a double "beep". The keypad display shows which Level is set.



"beep beep"



**Note:** If you change your mind about setting the system then key in your access code again.

## EXCEEDING THE EXIT TIME

If something is triggering a detector at the end of the exit time then the system starts an alarm and **does not set**. You can cancel this false alarm by entering your access code immediately. The keypad display shows which zone(s) is causing the problem.

When you have cancelled the alarm you will have to reset the system (see "Resetting the System" on p14) and restart the setting procedure.

## FINAL DOOR SET

With Final Door Setting the system sets when you close the last door. There is no fixed exit time.

1. Close all doors and windows.
2. Key in your access code at the keypad.

## 2. Everyday Operation

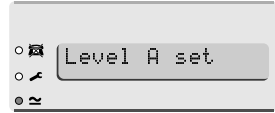
3. Press the appropriate Level key.  
The keypad starts the continuous exit tone.
4. Leave via the designated exit route and close the final door.  
The system sets seven seconds after you close the door and gives a double "beep".  
The keypad display shows which Level is set.



Exit Tone



"beep beep"



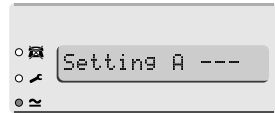
## USING AN EXIT TERMINATE BUTTON TO SET THE SYSTEM

An Exit Terminate Button is usually a button mounted outside the premises by the final door. Pressing the button completes setting the system.

1. Close all doors and windows.
2. Key in your access code at the keypad.
3. Press the appropriate Level key.  
The keypad starts the continuous exit tone.



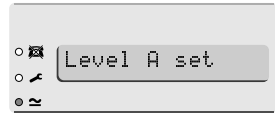
Exit Tone  
(see note)



4. Leave via the designated exit route. Close the final door.
5. Press the exit terminate button.  
The exit tone stops and the system sets seven seconds after you press the button. The system gives a double "beep" and the keypad display shows which Level is set.



"beep beep"



**Note:** The Installer may have programmed your system to set after a fixed time even if you do not press the exit terminate button. This is to make sure your premises are protected even if you forget to press the exit terminate button. Ask your Installer how your system is set up.



## SILENT SET

Some Levels on your system may be programmed for **Silent Set**. When setting these Levels the system does not give any tones from the keypads or internal sounder.

## INSTANT SET

The area protected by a Level may not need an exit route or final exit door. For these areas the Installer may program the B, C or D keys as Instant Set. With Instant Set the system sets as soon as you press B, C or D. The system gives a double "beep" to show that it is set. Note that Instant Set is not available for Level A (Full Set).

## PART SETTING (SINGLE PREMISE SYSTEMS ONLY)

If your Installer has set up your alarm as a single system then they can also program your control unit so that you can protect part of the premises while the rest is in use. Level key A always sets the full system. Level keys B, C and D give different part set areas. Ask your Installer which zones keys B, C and D cover.

## KEYSWITCH SETTING

To use a keyswitch you must insert a key into a special switch fitted to your premises.

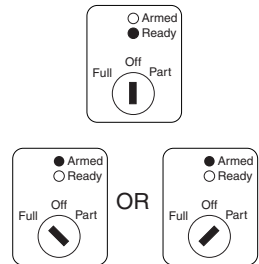
1. Close all doors and windows.

The Ready lamp on the keyswitch should be glowing to indicate that all the detectors are closed. (Some types of keyswitch do not have lamps.)

2. **Either** turn the keyswitch to "Full" to set Level A  
**Or** (single system only) turn the keyswitch to "Part" to set Level B.

3. Leave the premises and close the final door.


The system gives a double "beep" and sets. The Armed lamp glows.



## **SETTING FROM A 725R TELECOMMAND**


If your system is fitted with a radio expander and your installer has enabled the appropriate option, you can use a 725r telecommand to set the system.

To set Level A:

1. Close all doors and windows.
2. Press .
3. Leave the premises and close the final door.

The system completes the programmed exit mode, gives a double "beep", and sets Level A.

To part set the system (single system only).

1. Close all doors and windows.
2. Press .

The system completes the programmed exit mode, gives a double "beep", and part sets in Level B.




## **IF THE SYSTEM WILL NOT SET**

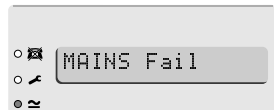
### **DETECTOR ACTIVE**

If you try to set the system while something is triggering one of the detectors in the protected area (for example a door or window is still open) then the keypads or internal sounder will give an interrupted tone and the display will show the zone number of the detector.

1. Go to the zone shown on the display and find out what is triggering the detector. If possible remedy the fault.
2. Return to the keypad and set the system again.  
If no other detectors are active the system sets.
3. Repeat steps 1 to 3 if the display shows other zones.
4. If you still cannot set the system then call the Installer.

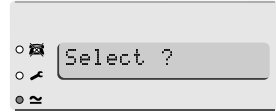
### **OTHER FAULTS**

If the control unit detects certain kinds of technical fault it lights the  lamp on the keypad to warn you that there is a problem. Some problems are temporary and the control unit may allow you to carry on and set the system. For example, if the mains supply is interrupted then  on the keypad glows and the  lamp flashes. When you come to set the system the keypad display shows the words:



1. Press ✓.

The keypad display shows:



2. Carry on and set the system as normal.

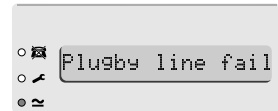
If you still cannot set the system then call the Installer.

## **WHAT TO DO WHEN 🔊 AND 🔔 GLOW**

If you hear an intermittent tone from the keypad, and both the 🔧 and 🔊 lamps glow then your system may have experienced a temporary communication fault.

1. Key in your access code.

The tone stops and the display may briefly show:



The 🔧 and 🔊 lamps will continue to glow for as long as the fault is present.

If the system detects that the fault has been rectified, then the 🔧 and 🔊 lamps go dark.

If the 🔧 and 🔊 lamps remain glowing for more than five minutes then call your alarm service company and report the fault.

You can set the system while the 🔧 and 🔊 lamps are lit. When setting you may again briefly see the message "Plugby Line Fail". However, note that if a communication fault is present during an alarm then the system may not be able to report the alarm to the alarm receiving centre.

The system records all types of communication failure in the log as "Tel Line Fault". If the fault clears itself the system will record that as "Tel Line Restore".

## UNSETTING THE SYSTEM

**WARNING: If you enter your premises and an internal alarm starts then there may be an intruder.**

### UNSETTING FROM THE KEYPAD

The system has a programmed **entry time**. Ask your Installer to make sure the entry time is long enough for you to enter by the designated entry route, get to the keypad and unset the system.

The entry time starts when you open the designated entry door. During the entry time the keypads give a "galloping" **entry tone** to warn you that the timer is running.

1. Enter through the designated entry door and go to the keypad.

As you enter the premises the system starts the entry timer and the keypads give the entry tone.



Entry tone

2. Key in your access code.


(If you are unsetting a partition key in your access code and press the appropriate Level key.)

The entry tone stops and the system gives a double "beep".  
**The system is now unset.**



"beep beep"

### UNSETTING FROM A 725R

1. Press  on the telecommand.

The entry tone stops and the system gives a double "beep".

**The system is now unset.**



"beep beep"

*Note: Your system may be programmed so that you must open the entry door and start the entry timer before you can unset the system with a telecommand.  
Check with your Installer.*

### IF YOU EXCEED THE ENTRY TIME

If you regularly have problems exceeding the entry time, ask your Installer about "Dual Ply Entry" and "Alarm Abort".

If your system is programmed for **Dual Ply Entry**, then the control unit adds a 30 second grace period to the end of the entry time. During that grace period the keypads give a high pitched continuous tone to warn you that the entry time has run out.

If your system is connected to an ARC and you accidentally create an intruder alarm yourself then you normally have at least 90 seconds to cancel the alarm before the Centre calls the police. This feature is called **Alarm Abort**, ask your Installer for more details.

### UNSETTING FROM A KEYSWITCH

Turn the keyswitch to OFF. The system unsets immediately.

### STARTING ALARMS YOURSELF

There are three types of alarm that you can start yourself: PA (Panic), Medical Assistance, and Fire. Your Installer must program your system to enable these functions. You can start these alarms from the keypads by pressing two keys at the same time. Remember:

To start a Panic Alarm:

On a keypad press 1 & 3 together.

Or, on a 725r press  and  together.

To start a Medical Assistance Alarm:

On a keypad press 4 & 6 together.

To start a Fire Alarm:

On a keypad press 7 & 9 together.

### DURESS CODE

There may be a time when an intruder forces you to unset your alarm system. There is a special duress code designed to allow you to unset the system while you are being watched. When you use the code the alarm system sends a silent panic alarm to the ARC. The alarm system gives no other indication that you are using the duress code.

Note that you must ask your Installer to make sure the duress code facility is available. To create the duress code see page 26.

# 3. AFTER AN ALARM


When your system raises an alarm you must **disarm** it in order to switch off the sounders and strobes. The system keeps a record of which zone(s) triggered the alarms, and shows the zone number(s) on the keypad display. Once you have disarmed the system, you must **reset** the system before you can start using it again.

## FIRE ALARM

The system gives a fire alarm by sounding a warbling tone from the keypads and alarm sounder. The keypad display shows the letters "Fire".


1. Evacuate the premises and call the Fire Brigade. Do not attempt to unset the alarm.
2. When the premises are safe, follow the instructions below.

## DISARMING THE SYSTEM

If you have a 725r telecommand and are using a single system that is part set then press . The system gives a double "beep" to show that it is unset. Go to step 3.

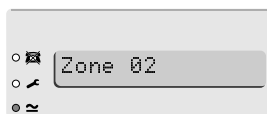
If the system is full set then:

1. Go to the keypad via the entry route.
2. Key in your access code.

The sounders go quiet and the system gives a double "beep" to show that it is unset. The keypad display shows alarm and the zone number of the first detector to be triggered. You may also see the  lamp glowing.






"beep beep"




3. Establish the cause of the alarm.
4. Carry on to reset the system.


## RESETTING THE SYSTEM

There are three different methods for resetting. You can tell which method your system uses by looking at the  lamp after an alarm.

- If the  lamp is dark then the system uses **Customer Reset**. You can reset the system yourself from the keypad.
- If the  lamp glows after an alarm then your system uses **Engineer Reset**. Call your alarm company and ask for an engineer to visit the premises to reset the system.

- If the  lamp glows after an alarm **and** your system is connected to an ARC then your system may use **Remote Reset**. Your alarm company will give you instructions over the phone and a special code so that you can reset the system from the keypad.

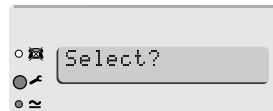
## CUSTOMER RESET


1. Key in your access code. Press .  
The display clears.
2. You can now use your system as normal.

## REMOTE RESET

Before starting this process, make sure you have a pen and paper to hand. You will need to write down some information shown on the keypad. If you have not carried out a remote reset before, read the instructions through before starting.

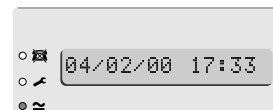
1. Key in your access code.  
The display shows:



2. Press .  
The display shows a four digit Reset Code.



3. Write down the four digit Reset Code. Note that the system will display the Reset Code for 30 seconds and then return to showing the first detector to alarm. If you miss the Reset Code repeat steps 1 to 3.
4. Contact your alarm company's ARC.  
The ARC will ask a few questions to make sure you are who you say you are. They will then ask for the circumstances of the alarm, and for the Reset Code. If they do not need to send an Engineer to check the system they will give you an "Anti Code".
5. Key in the Anti Code on the keypad.  
The display clears and the Service lamp goes out.



6. You can now use your system as normal.

**Note:** Your alarm company may use "RedCare Reset". Ask your Installer for more information about this form of reset.

# 4. USING A PARTITIONED SYSTEM

The installer can program the control unit so that the 9851 behaves as four independent Partitions. Each Partition (labelled A, B, C or D) behaves as a separate alarm system, that can be set and unset independently of the others. You can set and unset two, three or all four Partitions at the same time.

Your premises may be fitted with **24 hour** zones and **panic alarm** zones. If these zones are triggered the system will raise an alarm whether or not any Partition is set.





## 9930 KEYPAD

In a Partitioned system, the A, B, C and D keys on the 9930 keypad have the following functions:

<b>Use Key:</b>	<b>To:</b>
A	Set/Unset Partition A.
B	Set/Unset Partition B.
C	Set/Unset Partition C.
D	Set/Unset Partition D.

## THE 725R TELECOMMAND (REMOTE SETTING DEVICE)

If you are using a radio expander in a partitioned system, then the 725r Telecommand works as follows:

-  Sets Partition A.
-  Does nothing.
-  Unsets Partition A.
-  Pressing both these buttons at the same time starts a PA alarm.

## KEYSWITCH

If you have a keyswitch connected to a partitioned system then the A position sets/unsets Partition A and the B position does nothing.



## EVERYDAY OPERATION

The installer can program any of the Partitions to use one of the following setting methods:

- Timed (plus low tone).
- Terminated.
- Final door.
- Instant set.
- Silent set.

Each Partition can also have its own final exit and entry route zones.

Note: If two people on separate keypads try to set or unset a partition at the same time, the first person to touch a keypad will operate the system. The second person on the other keypad will see the message "Busy" until the control unit has completed the operation requested by the first person. The second user can then carry on and use the keypad as normal.

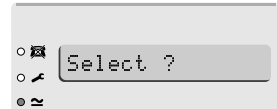
## SETTING THE SYSTEM

### TIMED SET

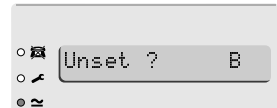
With Timed Set the Partition sets after a programmed **exit time** has expired. Ask your Installer to make sure the exit time is long enough for you to leave the premises and close the final door.

1. Close all doors and windows.
2. Key in your access code at the keypad.

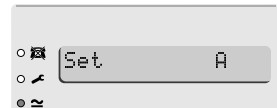
If no other Partition is set the display shows:



If another Partition is already set (for example B) the keypad shows:



3. Press the appropriate Partition key.  
The display shows (for example):



4. Press ✓.

The exit time starts when you press ✓. During the exit time the keypads give a continuous **exit tone** to warn you that the timer is running.



Exit Tone



#### 4. Using a Partitioned System

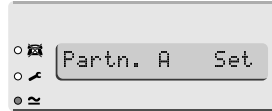
If you hear an interrupted tone from the keypads or internal sounder then something is triggering one of the detectors. (See also "If The System Will Not Set" on p20.)

#### 5. Leave via the designated exit route. Close the final door.

At the end of the exit time the system sets, and gives a double "beep". The keypad display shows which Partition is set.



"beep beep"



**Note:** If you change your mind about setting the system then key in your access code again.

### EXCEEDING THE EXIT TIME

If something is triggering a detector at the end of the exit time then the system starts an alarm and **does not set**. You can cancel this false alarm by entering your access code immediately. The keypad display shows which zone(s) is causing the problem.

When you have cancelled the alarm you will have to reset the system (see "Resetting the System" on page 22) and restart the setting procedure.

### FINAL DOOR SET

With Final Door Setting the system sets when you close the last door. There is no fixed exit time.

1. Close all doors and windows.
2. Key in your access code at the keypad.
3. Press the appropriate Partition key followed by ✓.

The keypad starts the continuous exit tone.



Exit Tone

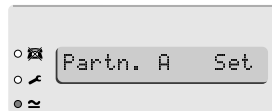
4. Leave via the designated exit route and close the final door.

The system sets seven seconds after you close the door and gives a double "beep".

The keypad display shows which Partition is set.



"beep beep"



### USING AN EXIT TERMINATE BUTTON TO SET THE SYSTEM

An Exit Terminate Button is usually a button mounted outside the premises by the final door. Pressing the button completes setting the system.

1. Close all doors and windows.
2. Key in your access code at the keypad.
3. Press the appropriate Partition key followed by ✓.

The keypad starts the continuous exit tone.



Exit Tone

4. Leave via the designated exit route. Close the final door.
5. Press the exit terminate button.

The exit tone stops and the system sets seven seconds after you press the button. The system gives a double "beep" and the display shows which Partition is set.



"beep beep"

**Note:** The Installer may have programmed your system to set after a fixed time even if you do not press the exit terminate button. This is to make sure your premises are protected even if you forget to press the exit terminate button. Ask your Installer how your system is set up.

## SILENT SET

Some Partitions on your system may be programmed for **Silent Set**. When setting these Partitions the system does not give any tones from the keypads or internal sounder.

## INSTANT SET

The area protected by a Partition may not need an exit route or final exit door. For these areas the Installer may program the Partition as Instant Set. With Instant Set the system sets about six seconds after you select the Partition and press ✓. The system gives a double "beep" to show that it is set.

## KEYSWITCH SETTING

To use a keyswitch you must insert a key into a special switch fitted to your premises.

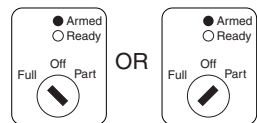
1. Close all doors and windows.

The Ready lamp on the keyswitch should be glowing to indicate that all the detectors are closed. (Some types of keyswitch do not have lamps.)




2. Turn the keyswitch to "Full" to set Partition A
3. Leave the premises and close the final door.

The system gives a double "beep" and sets. The Armed lamp glows.



## **SETTING FROM A 725R TELECOMMAND**

If your system is fitted with a radio expander and your installer has enabled the appropriate option, you can use a 725r telecommand to set Partition A:

1. Close all doors and windows.
2. Press .
3. Leave the premises and close the final door.

The system completes the programmed exit mode, gives a double "beep", and sets Partition A.

## **IF THE SYSTEM WILL NOT SET**

### **DETECTOR ACTIVE**

If you try to set the system while something is triggering one of the detectors in the protected area (for example a door or window is still open) then the keypads or internal sounder will give an interrupted tone and the display will show the zone number of the detector.

1. Key in your access code at the keypad to stop setting the Partition.
2. Go to the zone shown on the display and find out what is triggering the detector. If possible remedy the fault.
3. Return to the keypad and set the system again.  
If no other detectors are active the system sets.
4. Repeat steps 1 to 3 if the display shows other zones.
5. If you still cannot set the system then call the Installer.

### **OTHER FAULTS**

A Partitioned system will allow you to set it while mains power is absent. If the display shows other faults please call the installer.

## UNSETTING THE SYSTEM

**WARNING: If you enter your premises and an internal alarm starts then there may be an intruder.**

### UNSETTING FROM THE KEYPAD

The entry time starts when you open the designated entry door. During the entry time the keypads give a "galloping" **entry tone** to warn you that the timer is running.

1. Enter through the designated entry door and go to the keypad.

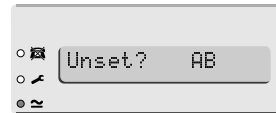
As you enter the premises the system starts the entry timer and the keypads give the entry tone.



Entry tone

2. Key in your access code.

The display shows:



3. Press the appropriate Partition key followed by ✓.


The entry tone stops and the system gives a double "beep".

**The Partition is now unset.**



"beep beep"

### UNSETTING FROM A 725R

1. Press  on the telecommand.

The system gives a double "beep".

**Partition A is now unset.**



"beep beep"

*Note: Your system may be programmed so that you must open the entry door and start the entry timer before you can unset the system with a telecommand. Check with your Installer.*

### IF YOU EXCEED THE ENTRY TIME

If you regularly have problems exceeding the entry time, ask your Installer about "Alarm Abort".

If your system is connected to an ARC and you accidentally create an intruder alarm yourself then you normally have at least 90 seconds to cancel the alarm before the Centre calls the police. This feature is called **Alarm Abort**, ask your Installer for more details.

### UNSETTING FROM A KEYSWITCH

Turn the keyswitch to OFF. Partition A unsets immediately.

## AFTER AN ALARM

### DISARMING THE SYSTEM

1. Go to the keypad via the entry route.

The display shows the Partition in alarm (A in the example).



2. Key in your access code.

Press the appropriate Partition key if you want to disarm a single Partition. Press ✓.

The sounders go quiet and the system gives a double "beep" to show that it is unset. The keypad display shows Partition and the zone number of the first detector to be triggered. You may also see the 🔦 lamp glowing.



"beep beep"

3. Establish the cause of the alarm.
4. Carry on to reset the system.

### RESETTING THE SYSTEM

A Partitioned system uses the same methods for resetting as a single system. There are a couple of minor differences:

#### CUSTOMER RESET

1. Key in your access code.

Press the appropriate Partition key if you want to Reset a single Partition. Press ✓.

The display clears.

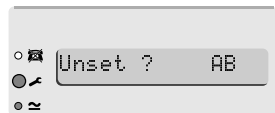
2. You can now use your system as normal.

#### REMOTE RESET

The procedure is very similar to that described on page 15:

1. Key in your access code.

The display shows:  
(In this example Partitions A and B were set.)



2. Press ✓.

The display shows a four digit Reset Code.



3. Write down the four digit Reset Code. Note that the system will display the Reset Code for 30 seconds and then return to showing the first detector to alarm. If you miss the Reset Code repeat steps 1 to 3.
4. Contact your alarm company's ARC.  
The ARC will ask a few questions to make sure you are who you say you are. They will then ask for the circumstances of the alarm, and for the Reset Code. If they do not need to send an Engineer to check the system they will give you an "Anti Code".
5. Key in the Anti Code on the keypad.  
The display clears and the 🔑 lamp goes out.
6. You can now use your system as normal.

**Note:** *Your alarm company may use "RedCare Reset". Ask your Installer for more information about this form of reset.*

# 5. SPECIAL FUNCTIONS

## INTRODUCTION

From the keypad you can perform a number of other functions, apart from setting and unsetting the system. These functions are:

[Access code] + A (B, C or D) + <b>XX</b>	Omit zone while setting.
[Access code] + <b>X</b>	Omitting 24 hour zones.
[User 01 Access code] + 4	Changing access codes and user names.
[Access code] + 5	Reading the system log.
[User 01 Access code] + 6	Setting the time and date.
[Access code] + 7	Turning the chime on or off.
[Access code] + 8	Testing the sounders.
[Access code] + 9	Testing the zones.
[Access code] + 0	Call out to <Downloader>.

To use these functions you must key in your access code and then press a number key. The rest of this section describes each function in turn.

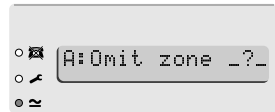
## OMITTING ZONES

Your system may be programmed so that you can omit individual detectors when setting the system. Ask your Installer which zones can be omitted. Note that omission is not permanent. You must omit the zone every time you set the system.

To set with a zone omitted:

1. Key in your access code.
2. Press the appropriate Level/Partition key, and then within 5 seconds press **X**.

The display shows (for example):



3. Press the number of the zone you want to omit (for example, key in 2 to omit zone 2) and then press **✓**.

If the system accepts the omission the sounder gives a double beep and the display shows:



"beep beep"



To omit more zones press **X** again within 5 seconds.

*Note: If you decide you have omitted the wrong zone, press **X** followed by the zone number and **✓** to reinstate the zone.*



The system carries on to set as normal. The system will not raise an alarm if the omitted zone is triggered.

*Note: The next time you set the system the zone will operate as normal; omission only lasts for one setting/unsetting cycle.*

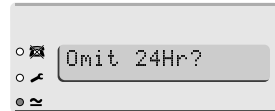
## **OMITTING 24 HOUR DETECTOR ZONES**

If your system is fitted with 24 Hour Detector Zones, you may be able to omit them if necessary. For example, your premises may have a fire door protected by a 24 Hour zone that you occasionally open. Ask your Installer if this is possible.

If your system is programmed to allow you to omit a 24 hour zone, then:

1. Key in your access code and press **X**.

The display shows:

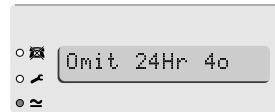


2. Press the number of the zone you want to omit (for example, key in 7 to omit zone 7) and then press **✓**.

The sounder gives a double beep and the display shows the zone number followed by an "o":



"beep beep"



To reinstate a 24 hour zone:

1. Key in your access code.
2. Press **X** followed by the zone number and then **✓**.

*Note: When you set the system again the control unit will re-instate any 24 hour zone you have omitted.*

## **ACCESS CODES**

The system can store up to 16 different user access codes. For security you should give one code to each person who has responsibility for setting and unsetting the system. Do not allow users to share codes.

In a Partitioned system you can assign each user code to one or more Partitions.

Every time someone enters an access code on the keypad the system records the event in its log. To distinguish all the users and keep their access codes hidden, the log shows each user as a number, for example "User 02", "User 03" and so on.

When delivered from the factory all access codes are set to default numbers. User 01 default access code is "1234" and User 01 is assigned to all Levels/Partitions. You should change this immediately to a code that only you know.

User 01 is the only access code that can change other access codes.

User 02 default access code is "X 002", User 03 is "X 003" and so on up to User 16 (X 016). However, the default access codes for these users cannot set or unset the system, or use any of its special functions.

*Note: 9851 systems can use four- or six- digit access codes, ask your Installer for more information.*

## **DURESS CODE**

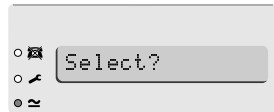
If your system is connected to an ARC, you may want to give some of the users a **Duress Code** as well as their normal access code. Anyone with the Duress Code can use any of the system facilities. However, if a user enters the Duress Code to unset the system, then the control unit sends a silent alarm call to the ARC. The Duress Code is designed for times when a user is being forced to unset the alarm system by an intruder.

When the control unit is delivered from the factory the Duress Code is "X017". This code is inactive until you change it.

## **CHANGING ACCESS CODES**

1. Enter User 01 access code.

The display shows:



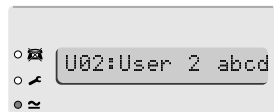
2. Press 4.

The display shows:



3. Key in the access code you wish to change and press ✓.

The display shows  
(for example):

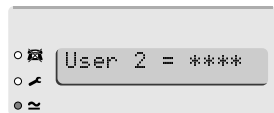


At this point you can change the text that the system displays on the keypad for each user code. See "Changing User Names" below. If you do not wish to change the text then press ✓ again.

4. Key in the new access code that you wish to use.

**Note:** Do not use 0 (zero) as the first digit of the code.

If you wish to delete a code, key in "0000".



5. Press ✓.
6. Press Keys A, B, C or D to assign the user to individual Levels or Partitions.
5. Press ✓ to store the new code.

## CHANGING USER NAMES

When you key in the access code and press ✓ in step 3 above, the display shows the current user name with a flashing cursor under the first letter. Enter letters from the keypad one at a time by pressing a number key repeatedly until the display shows the letter you want. You may already be familiar with typing out short messages on a mobile phone using the same sort of system. Figure 3 below shows which letters are assigned to each key. Press C to move the cursor to the next space for a new letter.

If you make a mistake press C or D to move the cursor over the letter you want to change, and key in the new letter. If you want to delete a name completely press D to move the cursor under the extreme left hand character of the name. Press D again. The display clears the old name.

The system can store a maximum of 12 characters per name, including spaces and punctuation marks.

When you have finished entering the user name press ✓.

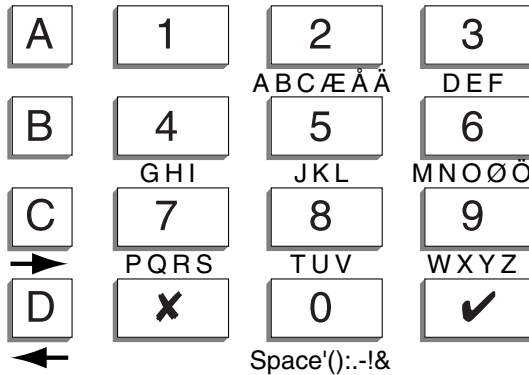


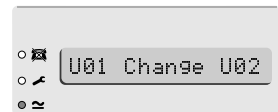
Figure 3. Letters Generated by Each Number Key

## USING THE LOG

The system keeps a log of the last 250 events. You can examine this log from the keypad. To use the log:

1. Key in your access code.
2. Press 5.

The display shows the most recent event, for example:



The display shows a short message for each type of event. Table 1 on the next page shows each of the messages that you might see, and their meaning.

## 5. Special Functions

3. Press ✓ to toggle the display between the time and date of the event and the log report. Press 1 to see earlier events in the log. Press 3 to see more recent events.
4. Press X to stop using the log.

### **TABLE 1. LOG EVENT CODES**

<b>Message</b>	<b>Meaning</b>
EEProm Fail	Internal error, contact Installer.
Codes Defaulted	The access codes have been reset to default values.
Clear Log	The system programming has been returned to default values.
System Startup	System was started (power applied).
System Tamper	Bell or bell wiring tamper.
System Tamp Rst	System tamper reset.
Lid Tamper	Control unit lid opened.
Lid Tamper Rst	Lid tamper reset
Sounder Tamper	Sounder lid opened.
Sounder Tamp Rst	Sounder tamper reset.
Unn On-Site	User nn (see next page) put system into programming mode.
Unn Off-Site	User nn (see next page) put system out of programming mode.
Unn Change	User nn (see next page) changed their user code.
Unn Delete	User nn (see next page) deleted their user code.
Unn L# Set	User nn (see next page) set Level #.
Unn L# UnSet	User nn (see next page) unset Level #.
U12 L# Set	Telecommand set Level #.
U12 L# UnSet	Telecommand unset Level #.
U13 L# Set	Keyswitch set Level #.
U13 L# UnSet	Keyswitch unset Level #.
System Rearmed	System auto rearmed.
Unn Znn Omit	User nn (see next page) omitted zone nn.
Unn Znn Unomit	User nn (see next page) re-instated zone nn.
Fire Znn Alarm	Fire alarm at zone nn.
Fire Znn Rstr	Fire alarm at zone nn restored.
Fire Znn Reset	Fire alarm at zone nn reset.
PA Znn Alarm	Panic alarm at zone nn.
PA Znn Rstr	Panic alarm at zone nn restored.
Unn System Unset	User nn (see next page) unset system.
PA Knn Alarm	Panic alarm started at keypad nn.
Burg Znn Alarm	Intruder alarm at zone nn.
Set Fail Znn	Setting failed because of zone nn.
Burg Znn Rstr	Intruder alarm at zone nn restored.
Tamper Znn	Tamper at zone nn.
Knn Missing	Keypad nn missing.
Knn Restore	Keypad nn restored.
Knn Tamper	Tamper at keypad nn.
Knn Excess Keys	Too many keys pressed at keypad nn (someone may be trying to guess the access code).
Low Bat Znn	Radio detector nn has reported a low battery.
Low Bat Znn Rstr	Low battery report from zone nn restored.
RF Jamming	Radio jamming detected.
RF Jamming Rstr	Radio jamming stopped (restored).

RF Sup Fail Znn	Radio detector nn is not responding.
RF Sup Rstr Znn	Radio detector nn is responding again (restored).
Tel Line Fault	Communications (telephone line) fault detected.
Tel Line Rstr	Communications restored.
Comms Fail	The communicator failed to report.
AC Fail	Mains failed.
AC Restore	Mains restored.
Low Battery	Standby battery is low.
Low Batt Rstr	Standby battery restored.
Batt Missing	12V supply from standby battery not present.
Batt Missing Rstr	12V supply from standby battery restored.
Batt Load Fail	Standby battery has failed load test. Call Installer.
Aux DC Fail	Power supply to wired detectors has failed.
Aux DC Fail Rstr	Power supply to wired detectors restored.

In the log user codes are represented by numbers as follows:

U00	Installer	U19	Idle
U01	User code 1	U20	Telecommand
...	...	U21	Keyswitch
U16	User code 16	U22	Remote Reset
U17	Duress code	U23	Download

Note that neither the Installer nor the user can erase the log.

## SETTING THE TIME AND DATE

The control unit contains an internal clock/calendar that runs as long as there is power present (mains or stand-by battery). The system uses this clock to mark the time and date on the system log. If the power supply fails for any reason, and the stand-by battery is low, then the system loses track of the correct time and date. You may also need to change the time if you live in a country that uses summer/winter time. User 01 is the only access code that can change the time and date.

To set the time and date:

1. Key in User 01 access code.
2. Press 6.

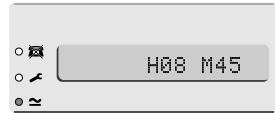
The display shows the date.



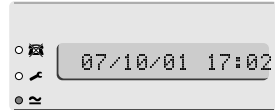
3. Key in two digits for the day followed by ✓ .
4. Key two digits for the month (01 for January, to 12 for December) followed by ✓ .

## 5. Special Functions

- Key in two digits for the year, followed by ✓ .  
The display shows the time.



- Key in two digits for the hour followed by ✓. (Use the 24 hour clock.)
- Key in two digits for the minutes, followed by ✓ .  
The display shows the new time and date:



## TURNING THE CHIME ON/OFF

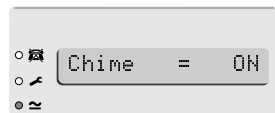
Your system may be programmed so that a chime tone sounds whenever certain doors are opened while the system is unset. To turn Chime on or off:

- Key in your access code.
- Press 7.

The display shows:

(Press 7 again to toggle Chime OFF.)

- Press ✓.



## TESTING THE SYSTEM

### BELL TEST

You can test that all the sounders and the strobe are working, as follows:

- Key in your access code.
- Press 8.

The system turns the external sounder, strobe, internal sounder(s) and keypad sounders on for three seconds each, one after the other. Note: The strobe flashes for 10 seconds in order to give you time to see it.

### WALK TEST

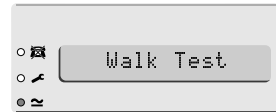
You can set the system so that it will allow you to walk round the premises and test each of the detectors (a **walk test**). Choose a time when the premises are empty to carry out the test, otherwise people may trigger any movement detectors before you do, and confuse the results of the test.

If any detector fails the test then call your alarm company and ask them to check the system.

**Note:** If your system is fitted with 24 hour or personal attack detectors, you cannot walk test them. If you wish to test them call your alarm company.

1. Key in your access code.
2. Press 9.

This display shows:

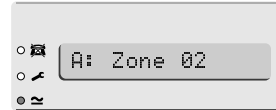


3. Walk round your premises and trigger each detector in turn (except 24 hour or personal attack detectors).

As you trigger a detector the keypad and internal sounder give a short tone. The display shows the zone number of any detector(s) that you have triggered. If there is more than one detector triggered then the display show the number of each detector in turn.



"beep"



4. Press ✓ to stop the test when you have triggered all the detectors.

**Note:**

1. You can abandon the test at any time by pressing ✓ .
2. You cannot test Fire, PA or other types of 24 hour zone with this command.
3. You cannot test tamper circuits with this command.

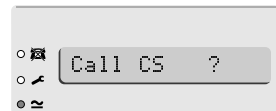
## **STARTING A CALL OUT TO <DOWNLOADER>**

Your Installer may be using a personal computer connected to the telephone network in order to program your alarm system. The software the Installer uses to program your alarm system is called <Downloader>.

There may be times when your Installer asks you to make your alarm system start a telephone call out to the Installer's <Downloader> . Your alarm system is programmed to call three different telephone numbers. You do not have to know these numbers, your Installer will tell you to select one of them by pressing keys 1, 2 or 3. To start the call:

1. Key in your access code.
2. Press 0.

The display shows:



3. Press 1, 2 or 3 (as instructed by your Installer) then ✓.

Your system starts calling your Installer's computer.

Your alarm system may be connected to <Downloader> for several minutes.

When the <Downloader> has finished and the connection is broken the keypad display shows the time and date.

ZONE	DESCRIPTION	A	B	C	D	OMIT	CHIME
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
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21							
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28							
29							
30							
31							
32							
33							
34							
35							
36							
37							
38							
39							
40							

Bell Duration					
Engineer reset					
Communicator Fitted					
Exit Time	A	B	C	D	
Entry Time	A	B	C	D	
Keypad PA					

Day contact Tel: \_\_\_\_\_

Night contact Tel: \_\_\_\_\_

**Company Name**