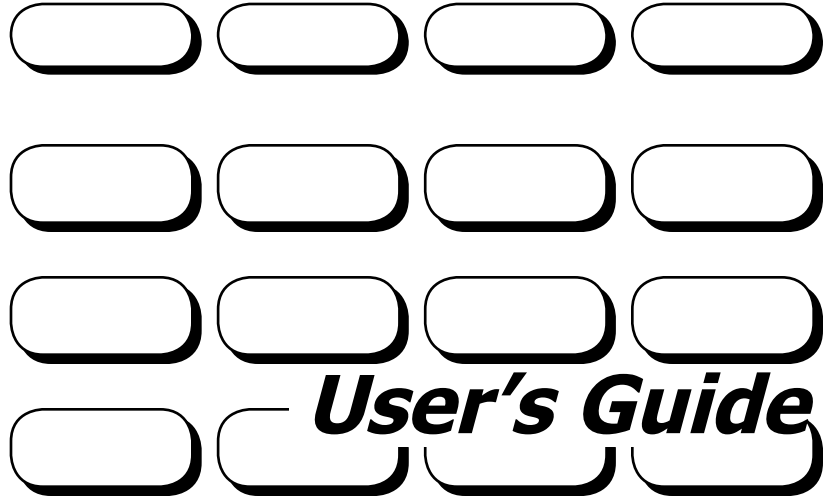


# *Security Command*<sup>®</sup>

EXECUTIVE SERIES

***XR20***



***User's Guide***

## **Silencing an Alarm**

### **All/Perimeter and Home/Away Systems**

While the alarm bell or siren is sounding, enter your user code. The keypad displays **DISARM SILENCE**.

Press the Select key under **SILENCE** to stop the bell or siren. This does NOT disarm the system.

### **Area Systems**

While the alarm bell or siren is sounding, enter your user code. The system silences the alarm bell or siren.

### **What to do when a trouble tone is sounding**

You can silence the trouble tone by pressing any one of the top row Select keys. This only silences the keypad and does not correct the condition that originally caused the problem.

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# Emergency Evacuation Plans

The National Fire Protection Association recommends that you establish an emergency evacuation plan to safeguard lives in the event of a fire or other emergency.

## Draw a floorplan of your home or business

On a sheet of paper, draw the walls, windows, doors, and stairs. Also draw any obstacles, such as large furniture or appliances, a person may encounter while exiting the building.

## Develop escape routes

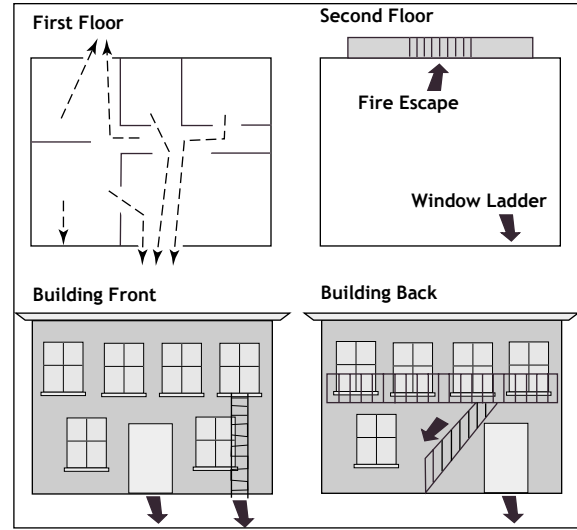
Determine at least two routes the occupants in each room can take to safely escape. One route can be the most obvious such as the door. Another can be through a window that can be easily opened. If the window is high off the ground, an escape ladder should be provided. Draw arrows on the floorplan to show escape routes from each room.

## Decide where to meet

Prearrange a meeting place outside and away from where emergency personnel are likely to be working. A neighbor's house or across the street in the front of the house are good locations. Always perform a head count to make sure all occupants safely exited. NEVER ENTER A BURNING BUILDING. If the head count shows one or more persons missing, give this information immediately to the authorities. Never enter a building to look for someone.

## Practice your escape plans

Devising an escape plan is only the beginning, before the plan can be effective everyone should practice the escape routes from each room.



## Early detection

The best way to survive a fire or other emergency is to get out early. The installation of a fire alarm system, with smoke and carbon monoxide detectors in each room, can greatly decrease your risk of loss or injury.

# Introduction

## About Your Security System

The Security Command system has been designed with your safety and comfort in mind. It uses the latest in computer based technology to create the most advanced, user friendly security, fire, and access control system available.

The Security Command system combines ease of use with a simple to understand Security Command keypad to offer the full range of features requested by today's security system owners.

Use the Security Command system to turn portions of your protection on or off by pressing a few keys, or have the system turn on or off automatically by entering a simple schedule. You can add, delete, and change personal user codes at any time or check the status of protection devices in the system.

## Parts of the System

There are two main parts to the Security Command system, the Security Command keypad and the keypad User Menu.

## Security Command Keypad

This is the device we have placed at certain locations throughout the premises that allow you to turn the system's protection on and off using your personal user code.

## Keypad User Menu

The keypad provides a simple User Menu containing all of the functions you need to fully operate your system such as changing the time of day or a personal user code.

## A Note About False Alarms

One of the most important concerns facing the security industry today is false alarms. The accidental dispatching of police and fire agencies places others in jeopardy by limiting the response capability of those emergency service units. We take this concern seriously and have spent many hours training our employees to recognize the causes of false alarms and prevent them from occurring.

As part of our commitment to reducing false alarms, we would like to encourage you to read this guide thoroughly. All the information contained here can help you quickly, and comfortably, learn the operation of the Security Command system. If you have any additional questions, or feel that you need more training, please do not hesitate to contact us.

## Test Your System Weekly

It is recommended that you test the burglary portion of your system at least once each week. Testing should involve an active test of all doors, windows, and motion detectors connected to your system. If your system also has fire protection, call the service department to find out how this portion of your system should be tested.

Refer to the System Test section of this guide for instructions on testing the burglary portion of your system and refer to the Fire Drill section for instructions on testing your system fire bells.

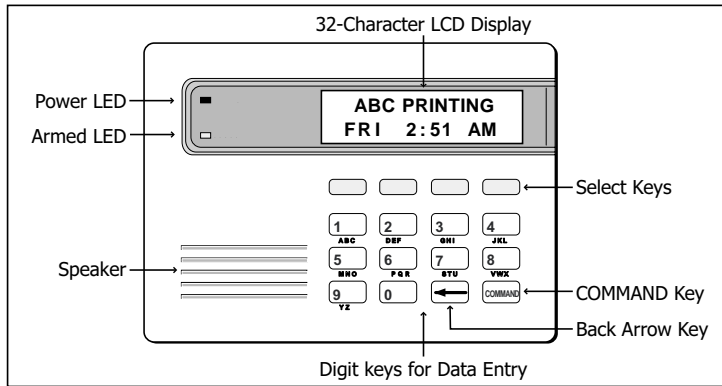
## The Security Command Keypad

Your system may have one or more easy to use Security Command keypads that allow you to properly operate the system.

### The Select keys

There are four keys under the display called the Select keys. These keys are one of the features that make your system so easy to operate by allowing you to make selections by pressing the Select key under choice being shown in the display.

For the purposes of this guide, when instructed to press the first Select key, press the far left Select key; the second Select key is the second from the left; third Select key is second from the right; and the fourth Select key is the far right key.



### Data Entry keys

These keys allow you to enter your user code when arming or disarming or enter other information into the system.

### COMMAND key

The COMMAND key allows you to advance through the keypad displays or User Menu or complete a data entry function.

### Back Arrow key

The Back Arrow key is used to go back through the keypad displays while operating your system. You can press the Back Arrow key to back up through the list of functions in the User Menu or to erase the last character you entered.

### POWER LED

This LED remains on steady as long as your system is connected to its AC power supply. Should there be an interruption, the LED turns off and the system's backup battery maintains normal operation for a time so you can contact the service department.

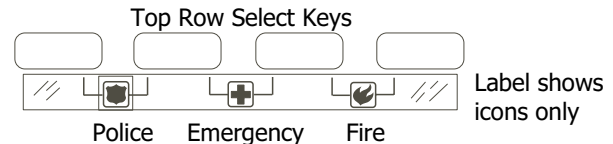
### ARMED LED

This LED is ON steady anytime a burglary protection area is armed and is OFF when ALL areas are disarmed.

### 2-Button Panic Keys

Your keypad may be set up to send a Panic, Emergency, or Fire report to the central station. This function is optional. An icon label should appear above the Select keys if this option is programmed for your keypad.

To send a panic, press and hold the two Select keys for 2 seconds, until a beep from the keypad is heard.





## 32-Character User Options

To access the User Options portion of the keypad, press and hold the Back Arrow and COMMAND keys for two seconds. The keypad display changes to SET BRIGHTNESS. Press the COMMAND key to display the next option or the Back Arrow key to exit.

### Backlighting Brightness

Set the brightness level of the keypad's LCD, AC LED, and the Green keyboard backlighting. At the SET BRIGHTNESS display, use the left Select key to lower the keypad brightness. Use the right Select key to increase the brightness.

**Note:** If the brightness level is lowered, it temporarily reverts back to maximum intensity whenever a key is pressed.

### Internal Speaker Tone

Set the tone of the keypad's internal speaker. At the SET TONE display, use the top left Select key to make the tone lower. Use the right Select key to make the tone higher.

### Volume level

Set the volume level of the keypad's internal speaker for key presses and prewarn conditions. During alarm, trouble, and prewarn conditions, the volume is always at maximum level. At SET VOLUME LEVEL, use the left Select key to lower the keypad volume. Use the right Select key to raise the volume.

### Model Number

The keypad's model number and firmware version and date are displayed, but cannot be changed.

### Keypad Address

The keypad's current address is displayed, but cannot be changed. Press the Back Arrow key to exit the User Options function.

## Special Security Command Tones

Your keypad also contains a small speaker that allows it to alert you to events as they occur on your system. Below are brief descriptions of the different tones you will hear from the keypad:

**Fire alert:** Your keypad may sound a fire tone to alert persons in the vicinity to the alarm condition. This is in addition to the bell output from the alarm panel.

**Burglary alert:** Your keypad may sound a burglary tone to alert persons in the vicinity to the alarm condition. This is in addition to the bell output from the alarm panel.

**Key press tone:** A short beep as you press a key on the keypad.

**Prewarn tone:** A continuous pulsed tone that sounds when you open an entry delay door on a system that is armed (turned on) reminding you to disarm the burglary protection.

**Monitor tone:** A short tone that sounds for one second whenever a door or window is opened while you are using the zone monitor function from the User Menu. See Zone Monitor.

**Trouble tone:** A steady tone indicating a trouble condition on your system. Press a Select key to silence the trouble tone.

**Zone Activity Check tone:** A steady tone indicating no zone activity has occurred on your system within the programmed period of time. Press any key to silence the tone.

### What to do when the trouble tone is sounding

You can silence the trouble tone by pressing any one of the top row Select keys. This only silences the keypad and does not correct the condition that originally caused the problem.

## **Special Security Command Displays**

As you use your system, you will occasionally see a keypad display that asks you to enter a user code or describes a condition on the system. Below are some examples of the displays you will see.

### **ALARM**

A 24-hour zone, such as a fire or panic zone, or an armed burglary zone has been faulted. Your system may sound bells or sirens.

### **ALARM CANCELLED**

This message displays when an authorized user has cancelled an alarm condition by entering a valid user code and an "Alarm Cancelled" report was sent to the central station.

### **TROUBLE**

There is a problem with a protection device or system component. This display is accompanied by a description of the problem.

### **ENTER CODE**

The system requires you to enter a personal user code. User codes can be required for turning your system on (arming), turning your system off (disarming), and performing many other system options.

As you enter your user code, the keypad display shows an asterisk (\*) in place of each digit pressed. This prevents others from seeing your user code on the display as it is entered.

### **TRY AGAIN**

The user code entered is not recognized by the system. Check the user code and try again.

### **INVALID CODE**

The user code you have entered is considered invalid by the system.

### **SYSTEM TROUBLE or SERVICE REQUIRED**

There is an electronic failure in your system. Contact the service department as soon as possible.

# Understanding Security System Terms

Throughout this guide, and in some displays on your keypad, you will see certain words or phrases that might be unfamiliar. Although every effort has been made to use terms that are commonly known, there are some for which there was no acceptable substitute.

Below are some terms you will see here and on the keypad display.

## Arming

This is the term used for turning on the burglary protection in one or more areas of the system. Your system may require you to enter a user code. When armed, the system is able to sound alarm bells or sirens and, if monitored, send alarm reports to a central station when a burglary zone is faulted.

Fire, panic, and other 24-hour devices are always turned on and do not need to be armed.

## Disarming

This means turning off one or more areas of the system. When disarmed, the system does NOT sound alarms or send alarm reports to a central station when a burglary zone is faulted.

## Zone

A zone refers to a group of one or more protected openings or protection devices assigned the same zone number. Each door or window, motion detector, smoke detector, or other device has a zone number and a name.

Often, similar devices in the same general area will share the same zone. For example, the windows on the east side of the premises can all be grouped together in a zone named E. WINDOWS.

## Entry or Exit Zone

Almost all systems have one or more doors through which you can enter or exit the premises. These doors are programmed with a delay time to allow you to enter or exit while the system is armed without setting off the alarm.

When you arm the system, activity on all burglary zones is ignored until the programmed exit delay time expires. Once that time has expired and the system is fully armed, opening the door causes the panel to start the entry delay time. During the entry delay time, you must enter a valid user code to disarm the system or an alarm will occur.

## Instant Zone

Exterior windows and non-entry doors, or interior protection devices, are typically not programmed with delay times. If these zones are faulted while the system is armed, an alarm occurs instantly.

## 24-Hour Zone

A 24-hour zone is never assigned to an area and is not turned on or off by arming or disarming your system. Some examples of 24-hour zones are fire zones, panic zones, and temperature control zones.

## Areas

An area is made up of burglary zones that can be armed or disarmed together. The Perimeter area, for example, consists of all the doors and windows on the outside of the building. When you arm the Perimeter, these zones sound an alarm if tripped.

## Central Station Monitoring

Your system can also be programmed to automatically send alarm, trouble, and arming and disarming reports to a central station. Operators at the central station can then dispatch the appropriate authorities or contact you with the specific event information.

### Status

Status is a feature that automatically displays the armed or disarmed status of your system on the Security Command keypads. Alarm or trouble conditions on a zone or a system monitor such as AC or battery trouble can also be displayed. There are two types of status information available: Armed Status and Status List.

### Armed Status

With Armed Status, the keypad displays the current armed condition of areas within your security system.

The keypad displays           When

PERIMETER ON   The perimeter areas are on

ALL SYSTEM ON   All areas are on

PERIM/INT ON   The perimeter and interior areas are on but the bedroom area is off

Also, for keypads that include an Armed LED, the Armed LED is ON steady anytime a burglary protection area is armed and OFF when ALL areas are disarmed.

### Status List

The keypad Status List displays any alarm or trouble condition on a zone and any trouble condition that occurs with the AC power or battery power. If your system contains any Panic zones, these are not displayed on the keypad for security reasons.

If an alarm occurs on a non-fire, 24-hour zone or a system monitor, it remains in the Status List until it restores. If one or more armed burglary zones trips, the last one to trip remains in the Status List. The burglary zone alarm remains in the Status List for several minutes or until it is cleared by disarming the system.

### Zone Status

To display the status of a particular zone, enter the zone number followed by the COMMAND key when the keypad is displaying the Status List.

### Exit Error

This is an automatic function of the panel that prevents an alarm from occurring if an exit door does not close all the way after the system has been armed. Here is how it works:

You close all doors and windows, arm the system, and then leave by the front door. You close the door but it does not latch causing the front door zone to show as an open to the system. After the exit delay time expires the system attempts to arm the front door zone but recognizes the open condition. Instead of sending an alarm report to the central station, the system sends an Exit Error report and force arms the door. (If the door closes at a later time it will be included back into the system.) The system sounds the sirens for 15 seconds to alert you of the condition and allow you to close the door.

The Exit Error feature allows the central station to acknowledge the arming error without dispatching the police on a false alarm.

# Arming and Disarming

## How your System Operates

Your system has been programmed to operate in one of three modes: Area Arming, All/Perimeter, or Home/Sleep/Away.

- **Area Arming** - Your burglary protection is divided into up to four areas. Each area can have a custom name, be turned on or off independently of other areas, and limit access to only those users with the proper authority.
- **All/Perimeter** - Your burglary protection is divided into two areas: Interior and Perimeter. You can turn on the just the Perimeter protection while inside for security or turn on both as you leave.
- **Home/Sleep/Away** - Your burglary protection is divided into three areas: Interior, Perimeter, and Bedrooms. You can turn on the Perimeter, Perimeter and Interior, or all three areas separately.

Regardless of which mode has been programmed, much of the operation is similar. Throughout this guide, any differences between the systems are noted for your convenience.

## Arming Functions

After making your arming selection, the keypad displays any zones that are currently bypassed. These zones remain bypassed until the system is armed and then disarmed. Any 24-hour zones in a bad condition are also displayed.

During arming, the system verifies that all doors, windows, and other protection devices to be armed are in normal condition. If everything is normal, the system arms. If there is a problem on one or more burglary zones the keypad displays the problem and allows you to bypass those zones.

If the problem can be corrected by closing a door or window, do not bypass the zone. Instead, correct the problem and try arming again. If the problem cannot be corrected, you can bypass the zone or wait until the zone can be repaired by a service technician. A bypassed zone is ignored by the system during the armed period.

In some cases, you might see the keypad display FRONT DOOR – FAULT. The keypad may then display priority zone which is a zone that cannot be bypassed. The problem on the zone must be corrected before the system can be armed.

**Armed Message:** After all bypassing is completed or zone faults corrected, the areas you selected are armed. The keypad briefly displays ALL SYSTEM ON if all areas in the system are arming and PERIMETER ON or PERIM/INT ON if only selected areas are arming. The keypad then displays the exit delay as it counts down. Zones are not armed until the exit delay time expires.

If your system uses a keyswitch to arm an area, the exit delay time is NOT shown on the keypad display.

**DIALING . . . Message:** If your system is monitored, it may be programmed to wait for the arming report to be sent to the central station before displaying the armed message. (See Arming Report below.) This is to verify your phone lines are working properly. While the system is waiting, the display reads DIALING.... If the report is received, the keypad buzzes for one second and displays the armed message. If the report is not received, the keypad displays LOCAL ALARM ONLY before displaying the armed message.

**Arming Report:** Your system can be programmed to send arming or zone bypass reports to a central station. This feature is optional and can be programmed for you at any time.

## Area System Arming

**Area Assignment:** Your security system has been programmed into separate areas. The number of areas and their names are listed in the back of this guide.

**Arming or Disarming:** You can arm and disarm all areas at one time or each area individually. You can only arm or disarm areas authorized for your user code.

**All or Selective Arming:** After entering your user code, the system allows you to arm either all of the areas to which you have access or one or more selected areas. If you choose to arm all areas, the system begins verifying that all zones in those areas are in a good condition. If you choose to arm selected areas, the system prompts you to choose the areas you want to arm.

### Arming the System

1. Press the COMMAND key until ARM DISARM displays.
2. Select ARM to turn on all protection.
3. Enter your user code if required. The display reads ALL? NO YES.
4. Select NO to arm only selected areas. Go to step 5.  
Select YES to arm all areas authorized for your user code. Go to step 6.
5. If NO is selected in step 4, the display begins to list each area to which you have access followed by NO YES.  
Example: OFFICE NO YES.
- 5a. Select YES for each area you want to arm.
- 5b. Select NO for each area you do NOT want to arm.

**Note:** You can also just press the area numbers you want to arm while at the ALL? NO YES display. This changes the display to AREAS:. The numbers you select appear in the display. For example: AREAS: 2 4. Press COMMAND when done.

6. The system displays any zones that have been bypassed prior to arming and any bad 24 hour zones. No action is required.
7. At this point you can force arm or bypass any bad zones. A zone that is force armed will be restored into the system if it later returns to normal. A zone that is bypassed will remain bypassed until the system is disarmed. See steps 7a through 7d.
  - 7a. If a problem exists on any zones, the zone name and problem are shown followed by: OKAY BYPASS STOP.
  - 7b. Select OKAY to force arm the zone(s) before arming.
  - 7c. Select BYPASS to bypass the zone(s) before arming.
  - 7d. Select STOP to stop the system from arming. Correct the zone problem(s) and return to step 1.
8. The display reads SYSTEM ON if at least one area in the system is armed, and ALL SYSTEM ON if all areas in the system are armed.
9. The keypad then displays the exit time in seconds and counts down the remaining time: EXIT: # # (# # = seconds remaining). The exit zones arm when the delay time expires.

## Area System Disarming

**Disarming:** While the system is armed, you can only enter the premises through an exit/entry delay door without causing an alarm. After opening the door, the Security Command keypad sounds a prewarn tone to remind you to disarm the system. You must disarm the system before the delay time expires or an alarm will occur.

During the prewarn tone, the keypad displays ENTER CODE: Enter your user code to disarm the system. Only those areas authorized for your user code will disarm.

**All or Selective Disarming:** After entering your user code, the system allows you to disarm either all of the areas to which you have access or just selected areas. If you choose to disarm all areas, the system automatically disarms them. If you choose to disarm selected areas, the names of those areas will be displayed on the keypad.

**Alarm Display:** After disarming, the keypad displays any zones that went into alarm or any communication problems that occurred during the armed period. All burglary zones are then disarmed and any bypassed zones are automatically reset.

**Disarmed Message:** The keypad displays ALL SYSTEM OFF after the system disarms.

**Central Station Report:** A report of the disarming can be sent to the central station. If your system does not have this feature, it can be programmed for you at any time.

## Disarming an Area System

1. Press the COMMAND key until ARM DISARM is displayed. During entry delay this process starts at step 3 below.
2. Select DISARM to disarm areas.
3. The keypad displays ENTER CODE: . Enter your user code. The keypad displays ALL? NO YES.
4. Select YES to disarm all areas authorized for your user code.
  - 4a. Select NO to disarm only certain areas individually. The keypad then displays the name of each area authorized for your code followed by the NO YES display.
  - 4b. Choose YES to disarm the area displayed.
  - 4c. Choose NO to not disarm and to display the next area.

**Note:** You can also just press the area numbers you want to disarm while at the ALL? NO YES display. This changes the display to AREAS: . The area numbers you select appear in the display. For example: AREAS: 2 4.

To remove an area number from the display, press its corresponding number on the keypad.

Press COMMAND when done.

5. After all areas have been displayed, any alarms or communication problems that occurred during the armed period are shown.
6. If all areas have been disarmed, the keypad displays ALL SYSTEM OFF.

## All/Perimeter System Arming

**Area Assignment:** Your security system is divided into two separate areas. Motion detectors, inside doors, and other interior protection devices are assigned to the Interior area while windows and exterior doors are assigned to the Perimeter area.

**Perimeter or All:** When arming an All/Perimeter system, the keypad displays PERIM ALL. If you select ALL, you arm both the Perimeter and the Interior of the system. You will want to arm both of these areas when leaving with nobody left inside. Selecting PERIM arms only the Perimeter of the system. Perimeter arming is for when you are staying inside but want the comfort of knowing the exterior doors and windows are armed. Perimeter arming allows you to move freely about inside without setting off any interior alarms.

### System Ready/System Not Ready Keypad Displays

When all zones in the system are in a normal condition, the keypad displays SYSTEM READY. If there are one or more zones that are not in a normal condition, the keypad displays SYSTEM NOT READY. Pressing any top row Select key during this display shows the zone name allowing you to investigate the problem.

### Instant Arming

**Instant:** During the exit delay time, you can cancel the exit and entry delays and cause all zones to be instant zones. Press the far right select key under INSTNT while the exit delay is displayed. This immediately arms the exit zones. However, no entry delay is provided and an alarm will occur should an entry door be opened.

## Arming an All/Perimeter System

1. Enter your code. The keypad displays PERIM ALL.
2. Select PERIM to arm the Perimeter area only.
3. Select ALL to arm both the Perimeter and Interior areas.
4. The keypad displays any bypassed zones and 24-hour zones that are in a bad condition. No action is required by you.
5. At this point you can force arm or bypass any bad zones. A zone that is force armed will be restored into the system if it later returns to normal. A bypassed zone remain bypassed until the system is disarmed. See steps 5a through 5d.
  - 5a. If a problem exists on any zones, the zone name and problem are shown followed by: OKAY BYPASS STOP.
  - 5b. Select OKAY to force arm the zone(s) before arming.
  - 5c. Select BYPASS to bypass the zone(s) before arming.
  - 5d. Select STOP to stop the system from arming. Correct the zone problem(s) and return to step 1.
6. The keypad displays PERIMETER ON if only the perimeter is being armed and ALL SYSTEM ON if both the perimeter and interior are being armed.
7. The keypad next displays EXIT: ## INSTNT and begins to count down the number of seconds remaining for you to exit. When the delay expires, all zones are armed.
8. You can select INSTNT while EXIT: ## INSTNT is displayed to immediately arm all zones and make them instant. The keypad displays INSTANT.
9. When the system is fully armed, the keypad displays PERIMETER ON for perimeter arming and ALL SYSTEM ON for perimeter and interior arming.



## All/Perimeter System Disarming

**Disarming:** While the system is armed, you can only enter the premises through an entry/exit delay door without causing an alarm. After opening the door, the Security Command keypad sounds a prewarn tone to remind you to disarm the system. You must disarm the system before the prewarn tone expires or an alarm on the door zone will occur.

During the prewarn tone, the keypad displays ENTER CODE:. Enter your user code to disarm the system.

**Alarm Display:** After disarming, the keypad displays any zones that tripped or any transmission problems that occurred during the armed period. All burglary zones are then disarmed and any bypassed zones are automatically reset.

**Disarmed Message:** The keypad displays ALL SYSTEM OFF after the system disarms.

**Central Station Report:** A report of the system disarming can be transmitted to the central station. This is optional and can be programmed for you at any time.

## Disarming an All/Perimeter System

1. During the entry delay time, the keypad displays ENTER CODE:. Enter your user code.
2. The keypad displays any zones that went into alarm and any communication problems that occurred during the armed period.
3. The keypad next displays ALL SYSTEM OFF to confirm the system is disarmed.

## Disarming During an Alarm

1. While the alarm bell or siren is sounding, enter your user code. The keypad displays DISARM SILENCE.
2. Press the Select key under DISARM to disarm the system and silence the alarm.  
The keypad next displays ALL SYSTEM OFF to confirm the system is disarmed.
3. Press the Select key under SILENCE to stop the bell or siren but NOT disarm the system.

If you do not press any Select key, or you press the COMMAND key, the system will automatically disarm and silence the alarm.

**Note:** If your system is programmed to send an Abort (alarm cancel) report to the central station, selecting **DISARM** will send this report to the central station. Be sure that you want the alarm message to be cancelled **BEFORE** deciding to disarm the system. If you do not want to disarm the system and send the abort report, press **SILENCE** to only turn off the alarm bells.

## Home/Away System Arming

**Area Assignment:** Your security system is divided into two or three separate areas. Motion detectors, inside doors, and other interior devices are assigned to an Interior and possibly Bedroom area while windows and exterior doors, are assigned to a Perimeter area.

**Arming the system:** When arming a Home/Away system, the keypad displays HOME AWAY or HOME SLEEP AWAY. If you select AWAY, you arm all areas of the system. You will want to arm all areas when leaving with nobody staying inside. Selecting HOME arms only the Perimeter of the system. Perimeter arming is for when you are staying inside but want the comfort of knowing the exterior doors and windows are armed. Selecting SLEEP arms the Perimeter and Interior devices but leaves devices near bedrooms and other nighttime areas off.

### System Ready/System Not Ready Keypad Displays

When all zones in the system are in a normal condition and can be armed without bypassing, the keypad displays SYSTEM READY. If there are one or more zones that are not in a normal condition, the keypad displays SYSTEM NOT READY. Pressing any top row Select key during this display shows the bad zone name.

### Arming a Home/Away System

1. Enter your user code. The keypad displays HOME AWAY or HOME SLEEP AWAY (you may have three areas).
2. Select HOME to arm the Perimeter only.
3. Select SLEEP to arm the Perimeter and Interior.
4. Select AWAY to arm the Perimeter, Interior, and Bedroom.
5. The keypad displays zones that have been bypassed prior to arming and 24-hour zones that are in a bad condition. No action is required by you.

6. At this point you can force arm or bypass any bad zones. A zone that is force armed will be restored into the system if it later returns to normal. A zone that is bypassed will remain bypassed until the system is disarmed. See steps 6a through 6d.
- 6a. If a problem exists on any zones, the zone name and problem are shown followed by: OKAY BYPASS STOP.
- 6b. Select OKAY to force arm the zone(s) before arming.
- 6c. Select BYPASS to bypass the zone(s) before arming.
- 6d. Select STOP to stop the system from arming. Correct the zone problem(s) and return to step 1.
7. The keypad displays PERIMETER ON if you selected HOME, or PERIM/INT ON if you selected SLEEP, or ALL SYSTEM ON if you selected AWAY.
8. The keypad next displays EXIT: ## INSTNT and begins to count down the number of seconds remaining for you to exit. The keypad will sound the exit delay alert when 20 seconds remain, and when the delay expires, all zones are armed.
9. You can select INSTNT while EXIT: ## INSTNT is displayed to immediately arm all zones and make them instant. The keypad displays INSTANT.
10. When the system is fully armed, the keypad displays PERIMETER ON for Perimeter arming, PERIM/INT ON for Perimeter and Interior arming, and ALL SYSTEM ON for all areas armed.

## Home/Away System Disarming

**Disarming:** While the system is armed, you can only enter the premises through an entry/exit delay door without causing an alarm. After opening the door, the keypad sounds a prewarn tone to remind you to disarm the system. You must disarm the system before the prewarn tone expires or an alarm on the door will occur.

During the prewarn tone, the keypad displays ENTER CODE:. Enter your code to disarm the system.

**Alarm Display:** After disarming, the keypad displays any zones that tripped or any communication problems that occurred during the armed period. All burglary zones are then disarmed and any bypassed zones are automatically reset.

**Disarmed Message:** The keypad displays ALL SYSTEM OFF after the system disarms.

**Central Station Report:** A report of the system disarming can be transmitted to the central station. This is optional and can be programmed for you at any time.

### Easy Exit™ Feature

While the system is armed, you can also just press COMMAND and then the 9 key to restart the exit delays to allow you to exit the premises without disarming the system. After the exit delay time expires, the system rearms automatically. This feature allows you to get the paper, let your pet out, or leave for work without having to disarm and then rearm the system.

## Disarming a Home/Away System

1. During the entry delay, the keypad displays ENTER CODE:. Enter your user code.
2. The keypad then displays any alarms or communication problems that occurred during the armed period.
3. The keypad next displays ALL SYSTEM OFF to confirm the system is disarmed.

### Disarming During an Alarm

1. While the alarm bell or siren is sounding, enter your user code. The keypad displays DISARM SILENCE.
2. Press the Select key under DISARM to disarm the system and silence the alarm. The keypad next displays ALL SYSTEM OFF to confirm the system is disarmed.
3. Press the Select key under SILENCE to stop the bell or siren but NOT disarm the system.

If you do not press any Select key, or you press the COMMAND key, the system will automatically disarm and silence the alarm.

**Note:** If your system is programmed to send an Abort (alarm cancel) report to the central station, selecting DISARM will send this report to the central station. Be sure that you want the alarm message to be cancelled BEFORE deciding to disarm the system. If you do not want to disarm the system and send the abort report, press SILENCE to only turn off the alarm bells.

# User Menu

Many of the features of your system have been put into a User Menu that you can access from any Security Command keypad. The menu requires you to enter your user code and then it only shows those functions to which you have access.

## Accessing the User Menu

1. Press the COMMAND key until MENU? NO YES displays.
2. Select YES. The keypad displays ENTER CODE: -. Enter your user code and press COMMAND. You can now scroll down through the list of system features available to you.

## User Menu Options

The list below shows the User Menu options in order:

### Menu Option Description

<b>USER CHECKIN</b>	Allows monitoring of children coming home from school.	<b>SYSTEM TEST</b>	Tests the system's siren, communication to the central station, and backup battery.
<b>ACTIVITY CHECK</b>	Monitor a zone for non-activity.	<b>USER CODES</b>	Allows you to add, delete, or change user codes and authority levels.
<b>SENSOR RESET</b>	Resets smoke or glassbreak detectors that have latched due to an alarm condition.	<b>SCHEDULES</b>	Allows you to add, remove, or change system schedules.
<b>OUTPUTS ON/OFF</b>	Allows you to turn on or off any of the outputs described in the System Setup section of this guide.	<b>TIME</b>	Allows you change the Day, Date, or Time that is currently in the system.
<b>BYPASS ZONES</b>	Allows you to Bypass a zone or reset an already bypassed zone.	<b>DISPLAY EVENTS</b>	Allows you to view or print the last 200 system events that occurred on your system.
<b>ZONE MONITOR</b>	Allows you to add or remove a zone from the monitor mode.	<b>SERVICE REQUEST</b>	Allows you to send a message to the Central Station requesting service on the alarm system.

## User Check-in

**User Code Level:** Master or Standard

**Function:** This feature allows you to monitor the arrival of children from school or employees to work by having a special Check-in Report sent to your alphanumeric or numeric pager. Your system must be programmed for the Pager Direct™ option. The Appendix section of this guide contains Quick Reference cards for your wallet or purse.

### Sending a Check-in Report

1. After disarming the system, access the User Menu.  
You may also press the COMMAND + 7 and then enter your user code to send a Check-in Report.
2. At the USER CHECKIN? display, press any Select key. The keypad displays USER CHECKIN: 22 ( 22 = user number).
3. The panel sends the Check-in Report containing your account number and user number to the pager.

## Zone Activity Check

**User Code Level:** Master or Standard

Your security system may be programmed for the Zone Activity Check feature to monitor a person for non-activity. This could be used for a person living alone to detect when they have not tripped a disarmed zone within a programmed period of time. This feature can be programmed for you at any time.

**Function:** This option allows you to enable or disable the Zone Activity Check which monitors your system for no zone activity. When the programmed time period is exceeded because no activity is detected, your keypads will sound a steady tone and display PRESS ANY KEY. Pressing any key on the keypad restarts the no activity programmed time period and prevents your system from sending a "User Activity Not Detected" report to the central station.

**Note:** The Zone Activity Check is disabled when a schedule is entered to allow for sleeping hours and is automatically enabled when an area is armed or disarmed.

### Selecting Zone Activity Check

1. At the ACTIVITY CHECK? display, press any Select key. The keypad displays ENABLE? YES NO. The default is YES.
2. When NO is selected, the keypad displays CHECK DISABLED for four seconds and then sends the Activity Check Disabled message to the central station.
3. When YES is selected, the keypad displays CHECK ENABLED for four seconds and then sends the Activity Check Enabled message to the central station.

## Sensor Reset

**User Code Level:** Master or Standard

**Function:** Resets smoke or glassbreak detectors. Also clears Fire and Supervisory zone alarms and trouble keypad displays. Sensor Reset also clears low battery displays if your system is using wireless sensors.

Once smoke or glassbreak detectors have tripped, they must be reset before they can detect any additional alarm conditions. When Sensor Reset is selected, power to the detectors is temporarily removed by the system allowing them to reset.

Make sure all smoke is cleared from around the area of the smoke detectors before performing a Sensor Reset to prevent the alarm from occurring again.

### Resetting the Sensors

1. Access the User Menu.
2. When SENSOR RESET? is displayed, press any Select key. The keypad displays SENSORS OFF for five seconds followed by SENSORS ON.
3. The keypad returns to the status display.

### Enter your user code to reset sensors

While your system is disarmed, you can just enter your user code and press COMMAND to reset the sensors. (This feature operates in All/Perimeter and Home/Away systems only.)

This also activates the door strike if your system has an Easy Entry™ access control keypad.

## Outputs On Off

**User Code Level:** Master or Standard.

**Function:** Allows you to turn the system's outputs on and off.

This function is used to individually turn your system's relay outputs on and off. Your system may use these outputs to control interior and exterior lighting, or heating, air conditioning, or other appliances.

The names and numbers of the outputs on your system are located in the System Setup section at the back of this guide.

### Turning the Outputs On and Off

1. Access the User Menu.
2. Press the COMMAND key until OUTPUTS ON/OFF? displays.
3. Press any one of the Select keys.
4. The keypad displays OUTPUT: - ON OFF.
5. Enter the output number you want to turn on or off. The output number appears in the display.
6. With the output number displayed, press the Select key under ON or OFF. The output is then turned on or off, depending on your selection, and remains in that state until you change it.
7. The system automatically removes the output number and a new output number can be entered. Refer back to step 5.

To exit the Output menu option, press the Back Arrow key until you have returned to the keypad's Status List.

## **Bypass Zones**

**User Code Level:** Master or Standard.

**Function:** Allows you to bypass a zone prior to arming the system.

Bypassing is usually done when a zone cannot be restored to normal and you want to arm the system. Once bypassed, the system will not respond to any activity on the zone.

A zone can be bypassed only while it is disarmed. Since Fire, Panic, Emergency, and Supervisory zones are always armed, they can never be bypassed.

The Bypass Zones function can also be used to restore a bypassed zone back into the system.

When Bypass Zones is selected, a report of the bypassing can be sent to your central station. This is optional and can be programmed for you at any time.

### **Using the Bypass Zones Function**

1. Access the User Menu.
2. Press the COMMAND key until BYPASS ZONES? displays.
3. Press any one of the Select keys. The keypad displays ZONE: - RST BYPS.
4. To reset a zone, enter the zone number and press the Select key under RST.
5. To Bypass a zone, enter the zone number and press the Select key under BYPS.

## **Zone Monitor**

**User Code Level:** Master and Standard.

**Function:** Allows the system to monitor selected disarmed zones (doors, windows, or motion detectors). When a monitored zone is tripped, the keypad sounds a tone and displays the zone name. This is an ideal feature for monitoring door zones to tell when someone comes in or goes out.

You can place any combination of disarmed zones in Zone Monitor but only the most recent zone tripped is displayed. The displayed zone name clears automatically after a short time or when the zone is armed.

Zone Monitor does not function while the system is armed but a zone placed into it will still be monitored when the system is disarmed.

Using Zone Monitor as part of your weekly system test: After using the System Test function, place all perimeter and interior zones in Zone Monitor. Starting at the front door, go around and open and then close each door and window. You should hear the keypad beep each time. The keypad will also display the name of each zone as its device is opened.

Once all protected doors and windows have been tested, walk in front of each motion detector. The keypad should beep to confirm their operation. If at any time during your weekly testing a device does not cause the keypad to beep, call the service department for assistance.

## Using the Zone Monitor Function

1. Access the User Menu.
2. Press the COMMAND key until ZONE MONITOR? displays.
3. Press any one of the Select keys.  
The keypad displays PERIM ALL NBR .
4. Select PERIM to place all disarmed perimeter zones into Zone Monitor. PERIM is displayed only on All/Perimeter and Home/Away systems.
  - 4a. The keypad displays PERIM? ADD RMV.
  - 4b. Select ADD to add all perimeter zones to Zone Monitor.
  - 4c. Select RMV to remove all perimeter zones.
5. Select ALL to place all disarmed perimeter and interior zones into Zone Monitor.
  - 5a. The keypad displays ALL? ADD RMV.
  - 5b. Select ADD to add all disarmed zones to Zone Monitor.
  - 5c. Select RMV to remove all disarmed zones.
6. Select NBR to enter a specific zone number for zone monitor.
7. If NBR is selected, the keypad displays ZONE : - ADD RMV.
  - 7a. Enter any zone number and select ADD to add this zone.
  - 7b. Enter any zone number and select RMV to remove the zone.
8. The zone number automatically disappears and a new zone number can then be entered in step 7a.

## System Test

**User Code Level:** Master or Standard.

**Function:** System Test is used to test the battery, alarm bell or siren, and communication to a central station. The System Test function begins automatically as soon as you select it.

### Using the System Test Function

1. Access the User Menu.
2. Press the COMMAND key until SYSTEM TEST? displays.
3. Press any one of the Select keys. The system test begins automatically and the keypad displays:
  - 1) BELL SOUNDING during a two second bell test, then:
  - 2) BATTERY - OKAY or BATTERY - TRBL to indicate the condition of the battery, then:
    - \* 3) TRANSMIT TEST and ATTEMPT NO : 1 during the transmit test, then:
  - 4) TRANSMIT OKAY or TRANSMIT FAILED to show the results of the transmit test, then:
  - 5) TEST END to indicate the System Test is complete.
  - 6) You can end the transmit test by pressing the Back Arrow key.
    - \* The transmit test does not operate on local systems.

Testing your system's burglary protection: The System Test function should be part of your weekly testing and should be followed by placing the interior and perimeter burglary devices in Zone Monitor mode. This allows you to open and then close each protected door and window while listening for the keypad to beep confirming its operation. See Zone Monitor.



## User Codes

**User Code Level:** Master only.

**Function:** Allows you to add or delete a user from the system or change their user code or authority level.

There are three characteristics associated with each user code: There are three characteristics associated with each user code that define its capabilities within the system.

Characteristic	Example
User Number	12
User Code	3456
Authority Level	Master

**User Number** - Your system supports 32 users. Each user is numbered from 1 to 32. This number identifies them to the system and is transmitted to the central station (if your system is monitored) when they arm or disarm the system.

**User Code** - Users also have a 4-digit user code they enter into the keypad when arming or disarming. This user code is kept secret from other users and is not transmitted to the central station when they arm or disarm.

Users enter only their own user code when operating the system.

**Authority Level** - The user is also assigned a level of authority (Master or Standard) by the person administrating the system that determines the functions they can access.

The table to the right lists system functions users are allowed to access based on the authority level assigned to their codes at the time they are added to the system.

## User Code Authority Levels

User Menu Option	Standard	Master
Arm and Disarm	Y	Y
Sensor Reset	Y	Y
Outputs On/Off	Y	Y
Bypass Zones	Y	Y
Zone Monitor	Y	Y
System Test	Y	Y
Service Request	Y	Y
Display Events	Y	Y
Set Time		Y
Schedules		Y
User Codes		Y

## Adding User codes

1. Access the User Menu. Press the COMMAND key until USER CODES? displays.
2. Press any Select key. The keypad displays ADD DEL CHG.
3. Press the Select key under ADD to add a new user code. (You must have a Master user level to add a user.)
4. At the USER NUMBER: - prompt, enter a user number and press COMMAND.
5. The displays changes to CODE NO: . Enter the user code and press COMMAND.
6. The display changes to MASTER? NO YES. Select YES to make this a Master user level with the authority to access all User Menu functions.  
Select NO to make this a Standard user level. The following options can then be selected:
  - 6a. TEMP CODE NO YES.  
Select NO to make this a permanent user code.  
Select YES to make this a temporary code that automatically expires in 7 days. Temporary codes are ideal for guests or service technicians. You can delete a Temporary user code at any time before the 7 day active period ends.

- 6b. AREAS: . (Displayed in Area systems only).  
Enter the area numbers where this user will have access. For example: if you want this user to only have access to areas 1 and 2, enter the numbers 1 and 2.  
Once the correct area numbers are shown, press Command.
- 6c. ARM ONLY NO YES.  
Select NO to allow this user to arm and disarm the system and access all Standard level functions in the User Menu.  
Select YES to restrict this user to arming only.  
(The Arm Only user code can bypass zones not in a normal condition at the time of arming.)
7. After you have completed making your selections, the keypad display shows USER # ADDED. Press the Back Arrow key once to add another user or twice to exit the User Menu.

## Changing User codes

1. Access the User Menu.
2. Press the COMMAND key until USER CODES? displays.
3. Press any one of the Select keys. The keypad displays ADD DEL CHG.
4. Press the Select key under CHG to change a user code. You must have a Master user code level to change a user code.
5. At the USER NUMBER: - prompt, enter the user number to change and press COMMAND.
6. The display changes to CODE NO: \* \* \* \*. Enter the new user code. If the code you entered is already in use, or is a code used internally by the system, the keypad displays ALREADY IN USE: You must enter a different user code.
7. If you are changing a code other than your own, the keypad next displays MASTER? NO YES. Select YES if you want this user to have a Master authority level.

Select NO if you want this user to have a Standard authority level. If you select NO, refer to item number 7 in the Adding User Codes section on the previous page.

**Note:** Changing a user code does not change the user number. User number two may have their user code changed from 1234 to 5678 but they are still user number two.

## Deleting User codes

1. Access the User Menu.
2. Press the COMMAND key until USER CODES? displays.
3. Press any one of the Select keys. The keypad displays ADD DEL CHG.
4. Press the Select key under DEL to delete a user code from the system. You must have a Master user code level to be able to delete a user code.
5. At the USER NUMBER: - prompt, enter the user number you want to delete and press COMMAND. The display changes to USER # DELETED.
6. The display then changes back to USER NUMBER: - for you to delete another user. Press the Back Arrow key twice to exit the User Menu.

## Ambush Codes

Your system may be programmed to allow user number 1 to be an Ambush code. The Ambush code functions identically to other codes with the exception that it sends a silent alarm to the central station. This silent alarm alerts the operator to a duress situation at the premises and prompts the immediate notification of the authorities.

Refer to the System Setup section of this guide to see if your system is programmed for Ambush. If so, do NOT program a code for user number 1 unless you intend to use the Ambush function.

## Schedules

**User Code Level:** Master only.

**Function:** The Schedules function allows you to program into the system the times you normally turn your burglary protection on and off each day of the week. This information can then be used by the system to automatically arm or disarm the burglary protection.

You can also use the Closing Check/Extend feature with Schedules to help ensure your system is armed by an authorized user at a specific time. This option sounds the keypad buzzer and displays CLOSING TIME! when a schedule expires. Users still on the premises are reminded to arm the system or extend the schedule to a later time. If the system is not armed, or the schedule not extended, a report can be sent to the central station and/or a pager.

Your system provides you with two different types of schedules:

Permanent schedules are used for automatic arming and disarming and always occur at the same time until you change or delete them.

Extend schedules allow an authorized user to extend the present day's permanent scheduled closing time.

## Setting an Arming and Disarming Schedule

1. Access the User Menu.
2. Press the COMMAND key until SCHEDULES? displays. Press any Select key. The keypad displays PRM EXT. Press the Select key under PRM.
3. The keypad next displays the day of the week you want the schedule to start as SUN MON TUE WED. Press the COMMAND key to show the remaining days of the week and then press the Select key under your choice.
4. The keypad then displays OP (open) 00:00 PM MON followed by CL (close) 00:00 PM MON and DELETE KEEP. Press the Select key under DELETE.

The keypad displays OPENING TIME?. Press COMMAND. The keypad now displays MON - : AM PM. Enter the time you want the burglary protection to be turned off. Use a 12 hour clock only (00:01 to 11:59). Press the Select key under AM or PM.

5. The keypad then displays CLOSING TIME?. Press the COMMAND key. The keypad then displays MON - : AM PM. If you want the schedule to be for consecutive days, press the Select key under MON to increment the days of the week. When the correct day is shown, enter the time you want the burglary protection to turn on.
6. To clear a schedule, press DELETE and then AM when the opening time is requested.  
Press the Back Arrow key to exit the User Menu.

## Extending Schedules

**User Code Level:** Master or Standard.

**Function:** This option allows users to extend today's programmed closing time schedule.

### Extending a Closing Schedule

1. Access the User Menu.
2. Press the COMMAND key until SCHEDULES? displays. Press any Select key.
3. The keypad displays PRM EXT. Press the Select key under EXT.

The keypad displays - : AM PM. Enter in the new time for the closing schedule to expire.

### Extending the Schedule at CLOSING TIME! Display

1. Press any Select key. The keypad displays ENTER CODE:-.
2. Enter your code and press COMMAND. The system's schedule is automatically extended one hour.
3. The keypad then displays -: AM PM. You can enter a time to extend the schedule for any time other than the default one-hour extension. Press AM or PM.

**Note:** If the system is not armed by the scheduled closing time, a Late to Close report is sent to the central station. If the schedule is extended, a Schedule Change report is sent.

## Date and Time

**User Code Level:** Master only.

**Function:** Allows you to change the current date and time displayed on the keypad and used by the system for schedules and Display Events.

## Setting the Date and Time

1. Access the User Menu.
2. Press COMMAND until TIME? displays. Press any Select key.
3. The keypad displays the current day and time. press the COMMAND key.

The keypad displays the current date. Press the COMMAND key to make any changes.

4. The keypad displays TIME DAY DATE. Press the Select key under TIME to change the time. The keypad displays - : AM PM. Enter the current time and select AM or PM.

The display changes back to TIME DAY DATE.

5. Press the Select key under DAY to change the day of the week. The keypad displays SUN MON TUE WED. If the current day is not displayed, press the COMMAND key. Press the Select key under the correct day.
6. Press the Select key under DATE to change the date. The keypad displays:

MONTH: - Enter one or two digits for the month. Press COMMAND.

DAY: - Enter up to two digits for the day. Press COMMAND.

YEAR: - Enter up to two digits for the year. Press COMMAND.

The display returns to TIME DAY DATE. Press the Back Arrow key to exit the User Menu.

## Display Events

**User Code Level:** Master or Standard.

**Function:** Allows you to review up to 100 past events that occurred on your system from any keypad. Once 100 events are stored, any new event causes the oldest event to be cleared.

**Note:** This section shows the User's Guide Display Events items for both 16-character (single line) and 32-character keypad displays. While in the Display Events function, use the COMMAND and Back Arrow keys to go forward or backward through the list of events.

### Using the Display Events Function

1. Access the User Menu.
2. Press the COMMAND key until DISPLAY EVENTS? displays. Press any Select key.
3. The keypad displays FIRST LAST.

Select FIRST to view events starting from the oldest to the newest. If you select FIRST, use the COMMAND key to scroll up through the events displays.

Select LAST to view events starting from the newest to the oldest. If you select LAST, use the Back Arrow key to scroll down through the event displays.

The system's memory can hold a maximum of 100 events for 45 days. Any event older than 45 days is cleared automatically by the system. Also, once the full 100 events are stored, any new event causes the oldest event to be cleared.

## Service Request?

**User Code Level:** Master only

**Function:** Allows you to send a Request for Service message to the central station when there is a problem on your system.

After the Display Events function in the keypad User Menu, you will see the SERVICE REQUEST? display if it has been programmed for your user code. If this feature has been programmed, and you would like to send a Request for Service report to the central station, press any top row Select key while SERVICE REQUEST? is displayed. After the Request for Service report is sent, the keypad displays REQUEST MADE for four seconds.

If there is a problem with the telephone line connected to the system, you must contact our service department directly for assistance.

**Note:** This feature is not displayed if it has not been enabled on your system.

# System Setup

## System Setup Record

We have provided this System Setup section to allow you to track the current and future status of the programmable options on your Security Command system. If you make changes to the system, you should update the information contained on these pages.

### Your system is monitored by a central station.

Yes  No

C/S Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_

Emergency Phone: \_\_\_\_\_

Service Phone: \_\_\_\_\_

Service Manager: \_\_\_\_\_

### Your system sends Opening and Closing reports.

Yes  No

### Your system sends Zone Bypass reports.

Yes  No

### Your system sends Ambush reports.

Yes  No

## Area Names and Numbers Record

### Area Name

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

## Output relays

Your system has 4 outputs that can be used for various functions. Below is a list of these outputs and the devices they control.

### Output # What it Controls

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

Use the Output number in the User Menu when setting Output Schedules or using the Outputs On Off option to manually toggle the relays.

## User Codes

Your system provides 32 user codes you can program for individual users. As you add new users or change current users' codes, you can keep track of their name, user number, and other information here in this section. Use a pencil to allow for changes.

### HOW TO FILL IN THIS TABLE

**User** - The User Number of the person authorized to use the system.

**Level** - Master or Standard authority.

**Temp Code** - Is this code set to expire after seven days?

**All Areas** - Does this user have the authority to arm and disarm all areas in the system?

**Arm Only** - Is this user restricted to just arming?

Refer to the User Codes section of this User's Guide for additional information.

**Circle your Selections.**

User	User Name	Level	Areas	Arm Only
1		M S	1 2 3 4	Y N
2		M S	1 2 3 4	Y N
3		M S	1 2 3 4	Y N
4		M S	1 2 3 4	Y N
5		M S	1 2 3 4	Y N
6		M S	1 2 3 4	Y N
7		M S	1 2 3 4	Y N
8		M S	1 2 3 4	Y N
9		M S	1 2 3 4	Y N
10		M S	1 2 3 4	Y N
11		M S	1 2 3 4	Y N
12		M S	1 2 3 4	Y N
13		M S	1 2 3 4	Y N
14		M S	1 2 3 4	Y N
15		M S	1 2 3 4	Y N
16		M S	1 2 3 4	Y N



User	User Name	Level	Areas	Arm Only
17		M S	1 2 3 4	Y N
18		M S	1 2 3 4	Y N
19		M S	1 2 3 4	Y N
20		M S	1 2 3 4	Y N
21		M S	1 2 3 4	Y N
22		M S	1 2 3 4	Y N
23		M S	1 2 3 4	Y N
24		M S	1 2 3 4	Y N
25		M S	1 2 3 4	Y N
26		M S	1 2 3 4	Y N
27		M S	1 2 3 4	Y N
28		M S	1 2 3 4	Y N
29		M S	1 2 3 4	Y N
30		M S	1 2 3 4	Y N
31		M S	1 2 3 4	Y N
32		M S	1 2 3 4	Y N

**HOW TO FILL IN THIS TABLE**

**User** - The User Number of the person authorized to use the system.

**Level** - Master or Standard authority.

**Temp Code** - Is this code set to expire after seven days?

**All Areas** - Does this user have the authority to arm and disarm all areas in the system?

**Arm Only** - Is this user restricted to just arming?

Refer to the User Codes section of this User's Guide for additional information.

**Circle your Selections.**

## Appendix A

### About the Display Events Section

This section of the User's Guide shows the Display Events items for 32-character keypad displays. While in the Display Events function, use the COMMAND and Back Arrow keys to go forward or backward through the list of events.

To view more information about each display, press the Select key as directed in the explanations below.

### Zone Activity Check Event Display

This displays the date and time the Zone Activity Check was enabled or disabled.

#### 16-Character Display

```
ACT ENABLED 2 1017
```

#### Description

The Zone Activity Check was enabled on October 17.

#### 32-Character Display

```
5:18P 10/17 10/ 17  
ACT DISABLED
```

#### Description

The Zone Activity Check was disabled on October 17, at 5:18 PM.

Activity Check Event Types - There are 3 event types:

ACT DISABLED      ACT ENABLED      NO ZONE ACTIVITY

### Zone Bypass Event Displays

This displays the bypassing of system zones.

#### 16-Character Display

```
10 BYPS 12 1017
```

#### Description

Zone 10 bypassed by user 12. Press the left Select key for the zone name and the right Select key for the time.

#### 32-Character Display

```
BYP 5:18P 10/ 17  
EAST WINDOW
```

#### Description

The east window zone was bypassed. Press a Select key for the zone number and user number. Press again for the user name.

Bypass Event Types - There are 3 event types:

BYP - Bypass RST - Restore      FRC - Force Arm

**Note:** You may sometimes see the user as SWG. This is short for Swinger Bypass which is an automatic function that allows the system to bypass a zone.

## Zone Event Displays

This displays alarms, troubles, and other events that could occur on your protection zones.

### 16-Character Display

```
2  BURG  ALR  1017
```

### Description

A burglary alarm occurred on zone 2. Press the right Select key for the time the alarm occurred.

### 32-Character Display

```
ALR  10:23P  10/17  
BASEMENT DOOR
```

### Description

An alarm occurred at 10:23 PM on Oct. 17. Press any Select key to see the zone number and zone type.

Zone Type - There are 7 possible zone types you may see here.

**FIRE** - Fire    **PANC** - Panic    **BURG** - Burglary

**EMRG** - Emergency    **SUPV** - Supervisory

**AUX1** - Auxiliary 1    **AUX2** - Auxiliary 2

Event Types - There are 6 event types you may see here:

**ALR** - Alarm    **TBL** - Trouble

**RST** - Restore    **FLT** - Zone Fault

**LOW** - Low battery    **MIS** - Missing wireless transmitter

**Note:** LOW and MIS are for wireless systems only.

## Arming and Disarming Event Displays

This displays any arming or disarming of system areas.

### 16-Character Display

```
ARM  3  12  1017
```

### Description

Area 3 was armed by user 12 on Oct. 17. Press the Select key under 3 for the area name, under 12 for the user name, or under 1017 for the time the arming occurred.

### 32-Character Display

```
ARM  5:10P  10/ 17  
WAREHOUSE
```

### Description

The area was armed at 5:10 PM. Press any Select key to display the area number and user number.

Arming Event Types - There are 2 event types you may see here:

**ARM** - User armed the system

**DIS** - User disarmed the system

## User Check-in Event Displays

This shows when a user selected the pager Check-in feature from the User Menu. See page 15 for more information.

### 16-Character Display

```
CHECKIN 16 1017
```

### Description

User 16 selected the Checkin feature on Oct. 17. Press the right Select key for the Checkin time.

### 32-Character Display

```
MSG 3:31P 10/17  
CHECKIN USER:16
```

### Description

User 16 selected the Check-in feature at 3:31 PM on Oct.17.

## User Code Change Event Displays

This displays any addition, deletion, or change to a user code.

### 16-Character Display

```
12 ADD 19 1017
```

### Description

User 12 added user 19 on Oct. 17. Press the right Select key for the time this occurred.

### 32-Character Display

```
ADD 11:41A 10/17  
US:19 BY US:12
```

### Description

User 19 added by user 12 at 11:41 AM.

User Code Event Types - There are 3 event types you may see here:

**ADD** - User added

**DEL** - User deleted

**CHG** - User code or authority level has been changed.

## Supervisory Event Displays

This displays the date and time of an automatic test report.

### 16-Character Display

```
AUTO RECALL 1017
```

### Description

The test report was sent on Oct. 17.

### 32-Character Display

```
MSG 11:58P 10/17  
AUTO RECALL
```

### Description

The test report was sent to the central station at the date and time shown.

## System Monitor Event Displays

This displays any problems with the system's AC power, battery, or phone line or any opening of a tampered panel box.

### 16-Character Display

```
POWER TBL 1017
```

### Description

An AC failure occurred on Oct. 17. Press the Select key under 1017 for the time.

### 32-Character Display

```
TBL 11:41A 10/17  
POWER
```

### Description

An AC failure occurred at 11:41 AM. on Oct. 17.

System Monitor Event Types - There are 2 event types:

**TBL** - Trouble

**RST** - Restore

System Monitor Event Names - There are 2 system monitors:

**AC POWER BATTERY**

# Appendix B

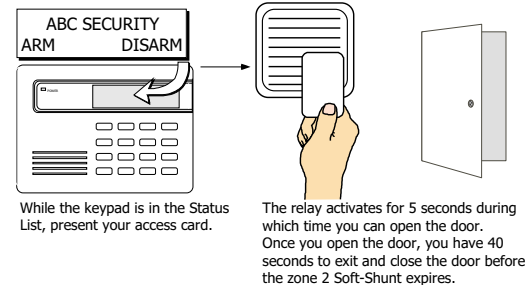
## Easy Entry™ User's Guide

This section of the user's guide provides information on using the Easy Entry™ access control capability of the security command system. If your system is not currently using any access control devices, disregard this section. Easy Entry™ is built into every Security Command system and can be accessed using Easy Entry™ keypads.

There are three different operating modes: Door Strike, Arming and Disarming, and Entry Delay. All of the examples below assume that your system requires a user code to arm and disarm the protection.

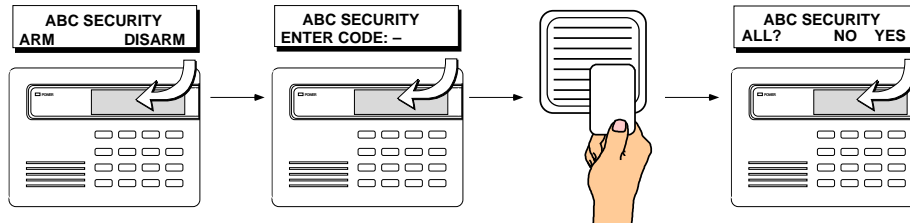
### DOOR STRIKE

Area and All/Perimeter Door Strike - From the Status List, present your card to the reader. Once it is validated by the system, the Door Strike relay activates. See Door Strike Relay Operation above. Home/Away systems only activate the Door Strike relay when arming and disarming.



### ARMING AND DISARMING AN AREA SYSTEM

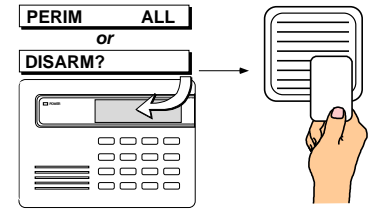
Press Command. The keypad displays **ARM DISARM**. Press the Select key under either option. The keypad displays **ENTER CODE: -**. Present your card to the reader. Once it is validated by the system, all areas accessible by you arm or disarm automatically and the Door Strike relay activates.



## ARMING AND DISARMING AN ALL/PERIMETER SYSTEM

Press Command. The keypad displays **PERIM ALL** (when arming) or **DISARM?**. Press the Select key under the option. The keypad displays **ENTER CODE: -**.

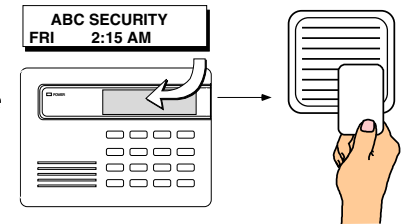
Present your card to the reader. Once it is validated by the system, both areas arm or disarm automatically and the Door Strike relay activates.



## ARMING AND DISARMING A HOME/AWAY SYSTEM

Home/Away system Arming and Disarming - Present your card to the reader. If the system is armed, once the card is validated all areas are disarmed.

If the system is disarmed when you present your card, once it is validated all areas are armed in the AWAY mode.

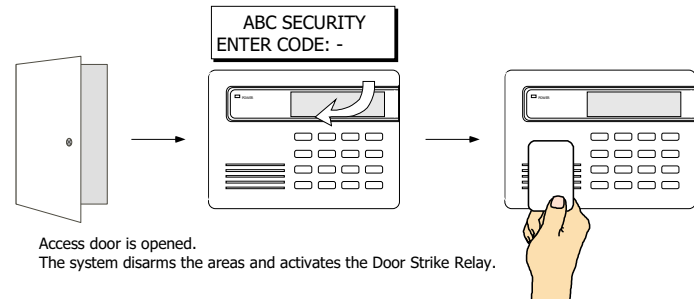


## ENTRY DELAY

**All Systems** - Once the protected door is opened and the entry delay starts, the keypad displays **ENTER CODE: -**. Present your card to the reader and, once it is validated, the system disarms all areas accessible by you and activates the Door Strike relay. Area systems provide a delay to allow selected areas only to be disarmed. See Arming and Disarming above.

### Using the access reader for user menu access

You can also use a card reader to access the User Menu when the MENU? NO YES display is shown.



## Pager Direct™ User's Guide

Pager Direct uses the reporting capability of your security system to dial your pager number and send reports much like someone sending you a pager message. You can receive reports of alarms, troubles, or armings and disarmings of the system and know at a glance the status of your system.

### Area Names

List your system's area names and numbers below:

Area	Name
1	_____
2	_____
3	_____
4	_____

Service Department Phone: \_\_\_\_\_

Emergency Phone: \_\_\_\_\_

Central Station Phone: \_\_\_\_\_

### Area Names

List your system's area names and numbers below:

Area	Name
1	_____
2	_____
3	_____
4	_____

Service Department Phone: \_\_\_\_\_

Emergency Phone: \_\_\_\_\_

Central Station Phone: \_\_\_\_\_

Fold

### Pager Direct™



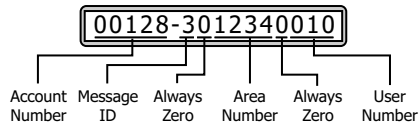
**Security Command  
Alphanumeric Paging**

### Pager Direct™



**Security Command  
Numeric Paging**

## Numeric Pager Display



### Account Number

This number has been programmed into your Security Command system as an identifier. Whenever the system sends a message to your pager, it will always send the account number first to identify itself.

### Message ID

This is always a single digit that describes the message.

- 1 = Zone Alarm      5 = Late to Close
- 2 = Zone Trouble    6 = User Check-in
- 3 = Area(s) Arming    7 = Local Message
- 4 = Area(s) Disarming

### Zone, Area, or User Number

If this message is for a zone, the 1 to 3-digit zone number is displayed.

If this message is for areas that are being armed or disarmed, the area numbers are shown in sequential order. Example: 1 2 4.

## Security Command Numeric Paging

## Alphanumeric Pager Display

### Account Number

Whenever the system sends a message to your pager, it will always send the account number first to identify itself.

### Typical Zone Event Display

20002   001   NORTH DOORS   BURG   \*ALARM\*   SHIPPING  
Account   Zone   Zone Name   Zone Type   Event   Area Name  
Zone Types - BURG, FIRE, SUPV (Supervisory), PANC (Panic),  
EMRG (Emergency), AUX1, or AUX2  
Events - ALARM or TROUBLE

### Typical Arming/Disarming Display

20002   ARMED   0016   BILL SMITH   01   EAST WAREHOUSE  
Account   Event   User #   User Name   Area #   Area Name  
Events - ARMED or DISARMED

### User Check-in Display Description

20002   USER CHECKIN REPORT BY 0016  
Account   Function Performed   User #  
Functions - USER CHECKIN REPORT

### Typical System Event Display

20002   LATE TO CLOSE  
Account   Event  
Events - LATE TO CLOSE (System not armed at its scheduled closing time)  
ALARM CANCELLED (An alarm has been cancelled by an authorized user)

## Security Command Alphanumeric Paging



## PhoneAccess™ User's Guide

This exciting feature allows you to call your XR20 system from any outside touch-tone phone to arm and disarm protection areas or turn on or off the panel's relay outputs.

### How it works

From a touch tone phone, call the system's phone number.

The XR20 answers and sounds a short ready tone. You now have 8 seconds to enter a valid *Master* user code. If the user code is accepted by the panel, you will hear one or more beeps giving you the current armed status of the system. (You can also find out the armed status of the system by pressing the \* key at any time.)

If	You will hear
All areas are armed	3 short beeps
Area 1 (Perimeter) is armed	1 short beep
Any area is armed	2 short beeps
All areas are disarmed	1 long beep

If the user code is not accepted by the panel, you will hear four short beeps. Check the user code and try again. After 3 unsuccessful attempts to enter the code, the panel locks out PhoneAccess™ until a valid user code is entered at a keypad.

Once the user code is accepted by the panel and the armed status is given, you can enter the following commands:

Press	To do this	You will hear
#, 1	Arm all areas	3 short beeps
#, 2	Arm area 1	1 short beep
#, 3	Arm areas 1 & 2	2 short beeps
#, 0	Disarm all areas*	1 long beep
#, 5, 4, 0, n*	Toggles the output	1 short beep = on 1 long beep = off 4 short beeps = restricted

**Note:** Faulted zones are force armed when the area arms.

## Quick Reference Wallet Card

### PhoneAccess™ Quick Commands

Press	To do this	You will hear
#, 1	Arm all areas	3 short beeps
#, 2	Arm area 1	1 short beep
#, 3	Arm areas 1 & 2	2 short beeps
#, 0	Disarm all areas*	1 long beep
#, 5, 4, 0, n*	Toggles the output	1 short beep = on 1 long beep = off 4 short beeps = restricted

**Note:** Faulted zones are force armed when the area arms.

1. \_\_\_\_\_ 3. \_\_\_\_\_
2. \_\_\_\_\_ 4. \_\_\_\_\_

### PhoneAccess™ Quick Commands

Press	To do this	You will hear
#, 1	Arm all areas	3 short beeps
#, 2	Arm area 1	1 short beep
#, 3	Arm areas 1 & 2	2 short beeps
#, 0	Disarm all areas*	1 long beep
#, 5, 4, 0, n*	Toggles the output	1 short beep = on 1 long beep = off 4 short beeps = restricted

**Note:** Faulted zones are force armed when the area arms.

1. \_\_\_\_\_ 3. \_\_\_\_\_
2. \_\_\_\_\_ 4. \_\_\_\_\_

1. Call the panel phone number. The panel answers and sounds one short tone.
2. Enter your code within 8 seconds. One beep means the code is good. Four short beeps means enter it again. You have 3 tries.
3. You have 30 seconds to enter the first command (see other side) and 30 seconds for each additional command.

**If You will hear**

All areas are armed      3 short beeps  
Area 1 (Perim) is armed      1 short beep  
Any area is armed      2 short beeps  
All areas are disarmed   1 long beep

1. Call the panel phone number. The panel answers and sounds one short tone.
2. Enter your code within 8 seconds. One beep means the code is good. Four short beeps means enter it again. You have 3 tries.
3. You have 30 seconds to enter the first command (see other side) and 30 seconds for each additional command.

**If You will hear**

All areas are armed      3 short beeps  
Area 1 (Perim) is armed      1 short beep  
Any area is armed      2 short beeps  
All areas are disarmed   1 long beep

## FA113 User's Guide

These instructions guide you through the operation of the XR20 Command Processor system using the FA113 Wireless Keychain Remote. The FA113 uses the audible output capability of the Security Command keypad to sound confirmation tones. It is recommended that you use the FA113 within hearing distance of these keypads.

### Arming a Home/Away or All/Perimeter System

1. Press the ON button once to arm the Perimeter burglary protection. The Security Command keypads emit a single beep to confirm the arming. The Perimeter arms and all non-priority zones not in a normal condition are force armed.
2. After the single beep, press the ON button a second time to arm the Interior burglary protection. The Security Command keypads emit two beeps to confirm the arming.
3. After the two beeps, pressing the ON button in Home/Sleep/Away systems arms the Bedrooms burglary protection. The Security Command keypads emit three beeps to confirm the arming.

### Disarming a Home/Away or All/Perimeter System

Press the OFF button once. The Security Command keypads emit a single 2-second beep to confirm the disarming.

### Arming an Area System

Press the ON button once to arm the following areas:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The Security Command keypads emit a single beep to confirm the arming.

### Disarming an Area System

Press the OFF button once to disarm the above areas. The keypads emit a single beep to confirm the disarming.

### Using the ALERT Buttons

Pressing the two ALERT buttons simultaneously sends a Panic alarm to the panel. If your system is monitored by a central station, the proper authorities will be notified of the alarm.

## Common Keypad Displays

Listed below are several keypad messages you may see on the display. Follow the instructions in the Possible Solutions column to correct the problem. In many cases, you will need to call a service person to correct the problem. Displays that are not discussed here mean that your service representative should be called.

Message	Tone at Keypad	Meaning	Possible Solutions
Invalid Code	No	The user code you have entered is not recognized by the system.	Check the user code and try again.
Invalid Level	No	The code you have used does not have the authority level required to perform the task you are attempting.	Check the user level to see if you have the correct level set for the code. Remember that you can only grant a user authority is you have the same authority or greater: You can't give what you don't have.
Closing Time	Yes	The scheduled has expired but the area has not been armed.	Users still on the premise should arm the system or extend the schedule to a later time.
Late to Close	Yes	The system was not armed at its scheduled closing time.	Users still on the premise should arm the system or extend the schedule to a later time.
AC Trouble	Yes	The system is not getting proper power.	Contact your representative.
Battery Trouble	Yes	The battery is either low or missing.	Contact your representative.
Phone Line Trouble	Yes	The panel is looking for phone jack supervision.	Contact your representative.
System Trouble or Service Required	Yes	There is a problem with one or more components in the system.	Contact your representative.
System Busy	No	The system is performing another task with a higher priority.	Wait a few moments for the system to complete the task.
4-Wire Bus Trouble	No	There is not a supervised device on the bus, low voltage or an open yellow wire, or two devices share the same address.	Contact your representative.
Transmit Fail	Yes	The panel has not succeeded in communicating with the central station.	Contact your representative.

## **System Information**

Use this space to record any additional information about your system.

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