# PowerSeries Neo HS2016/HS2016-4/ HS2032/HS2064/HS2064 E/HS2128/ HS2128 E Alarm Panel - User Manual North America

HS2016/HS2016-4/HS2032/HS2064/HS2064 E/HS2128/HS2128 E

29009883R003

29009883R003

# Contents


Quick reference ..... 7
The PowerSeries Neo Security System ..... 10
General system operation ..... 10
Carbon monoxide detection ..... 10
Fire detection ..... 10
Testing your system ..... 10
Monitoring ..... 11
Maintenance ..... 11
Understanding your keypad ..... 12
Icon and LED keypad symbols ..... 12
Keypad models ..... 13
Securing the premises ..... 14
Setting the alarm system ..... 14
Arming/setting the system (Infinite Exit Delay) ..... 14
Away arming the system with the keypad ..... 14
Stay arming the system with the keypad ..... 15
Silent exit delay ..... 15
Night arming the system with the keypad ..... 15
No-entry arming ..... 16
Leaving when the system is armed (Quick Exit) ..... 17
Arming the system with a 1-way or 2-way wireless key ..... 17
Bypassing zones ..... 17
Bypass groups ..... 19
Arming errors and exit faults ..... 19
Arming/setting errors ..... 19
Audible exit faults ..... 20
Alarm System Disarming/Unsetting Methods ..... 20
Disarming the system ..... 20
Disarming error ..... 20
LCD keypads emergency keys ..... 21
Alarms ..... 22
Fire alarm ..... 22
Silencing fire alarm bells ..... 22
Carbon monoxide alarm ..... 22
Silencing the CO alarm bells ..... 22
Intrusion and burglary alarm ..... 22
Alarm cancel window ..... 23
Viewing alarms in memory ..... 23
Alarm messages ..... 23
Resetting smoke detectors ..... 23
Wireless keys and other devices ..... 24

Using wireless keys ..... 24
PG4929/PG8929/PG9929 ..... 24
PG4939/PG8939/PG9939 ..... 25
WS4939 one-way wireless key ..... 25
Using proximity tags ..... 25
SMS command and control ..... 26
Using the keypad to lookup the number to call for SMS commands ..... 26
Sending SMS commands to your system ..... 26
SMS commands ..... 27
SMS responses from your system ..... 27
Managing users ..... 29
Access code types ..... 29
Opening the access code menu ..... 30
Adding, changing and deleting access codes ..... 30
Enrolling a proximity tag ..... 31
Editing user labels ..... 31
Assigning a partition to a user code ..... 32
Configuring additional user options ..... 33
User functions ..... 34
Event buffer ..... 34
Setting the time and date ..... 34
Configuring the auto arm and disarm feature ..... 34
Setting the auto arm time ..... 35
Configuring the system service DLS ..... 35
User call-up ..... 35
Late-to-open ..... 36
Enabling Late to Open ..... 36
Setting the Late to Open time ..... 36
Changing the brightness of the LCD keypad ..... 36
Changing the contrast of the LCD keypad ..... 37
Setting the buzzer volume ..... 37
Setting the voice prompt volume ..... 37
Setting the voice chime volume ..... 37
User's Walk Test ..... 37
Trouble conditions ..... 39
Managing partitions ..... 42
Partitions ..... 42
Single Partition Operation ..... 42
Loaning a keypad to another partition ..... 42
Fire and CO Zone Types ..... 43
Additional features ..... 44
Turning the chime on or off ..... 44

Audio verification....44
Visual verification....44
System lockout due to invalid attempts....44
Activating a command output....44
Burglary verification....45
Swinger shutdown....45
Call waiting....45
Fire alarm verification....45
Silence fire or CO alarm....45
Reference sheets....46
System information....46
Service contact information....46
Access codes and sensor/zone information....46
Safety instructions....50
Regular Maintenance....50
Cleaning....50
Locating detectors and escape plan....51
Smoke detectors....51
Fire escape planning....52
Carbon monoxide detectors....53
Regulatory agency statements....54
FCC compliance statement....54
FCC important information....54
ISED Canada....56
Installer Warning....57
End-user license agreement....60

# Quick reference

The PowerSeries Neo Alarm System uses shortcut keys to access options or features on all models of keypads. When using an LCD keypad, the system additionally uses a menu based navigation system. Use the scroll keys to view the list of options contained within the current menu.

For detailed information about the PowerSeries Neo, refer to the full online manual, which can be accessed from the DSC website.

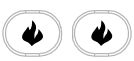
**Note:** Some features must be enabled by the installer.

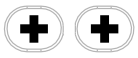
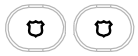
**Note:** Bypass Groups are not permitted in UL listed installations.

For SIA CP-01 classified installations, the Swinger Shutdown feature shall shut down the zone after a programmable number of trips (the programmed default is 2). The zone is restored after a manual reset by entering the access code at the time of disarming the alarm system, or it is reset automatically after 48 hours with no trips on any zones.

**Table 1: Keypad status lights and keys**

| Status lights | |
|---|---|
|  | Ready - Indicates the system is normal. This light must be on to arm the system.<br>All zones must be secured or bypassed and the system disarmed for this light to activate. |
|  | Armed- Indicates the system is armed. If the Ready light and the Armed light are both on, an Exit Delay is in progress. |
|  | Trouble - Indicates a system malfunction or tamper when this icon is lit. Flashing indicates that the keypad has a low battery condition. Follow the instructions displayed or enter [*][2] to view trouble. Correcting the trouble turns off the indicator. |
|  | AC Power - Indicates AC Power is present. The AC Power light turns off when AC is absent. |

| Function keys | Description |
|---|---|
|  <br>Stay arm | Stay arm your system when you remain on the premises. Press and hold for two seconds. |
|  <br>Away arm | Away arm your system when you are leaving the premises. Press and hold for two seconds. |
|  <br>Chime | Turning the chime on audibly notifies you when an entry/exit sensor is activated. Press and hold for two seconds. |
|  <br>Reset | Resets sensors after an alarm condition. Press and hold for two seconds. |
|  <br>Quick Exit | Use the quick exit key to leave the premises without disarming and rearming the system. Press and hold for two seconds. |
| **Emergency keys (emergency use only!)** | |
|  | Press and hold both fire keys simultaneously for two seconds to generate a fire alarm. |

| Function keys | Description |
|---|---|
|  | Press and hold both medical keys simultaneously for two seconds to generate a medical alarm. |
|  | Press and hold both keys simultaneously for two seconds to generate a panic alarm. |

| Action | Press |
|---|---|
| **Arming and Disarming** | |
| Away arm |  for 2 seconds + [Access Code†] |
| Stay arm |  for 2 seconds + [Access Code†] |
| Night Arm | When Armed in stay mode [*][1] + [Access Code†] |
| Disarm | [Access Code] |
| No-Entry Arming | [*][9] + [Access Code†] |
| Quick Arm /Quick Exit | [*][0] |
| Cancel arm Sequence | [Access Code] |
| Bypassing - All bypass commands begin with [*][1] + [Access Code†] | |
| Bypass Individual Zones | [3-digit zone number] |
| Bypass All Open Zones | [9][9][8] |
| Recall Last Bypass | [9][9][9] |
| Clear Bypass | [0][0][0] OR [Scroll] Bypass Options + [*] +  Clear Bypasses + [*] |
| Program Bypass Group | [3 digit zone #s] + [9][9][5] OR [3 digit zone #s] +  Bypass Options + [*] +  Prg Bypass Group + [*] |
| Load Bypass Group | [9][9][1] OR  Bypass Options + [*] + [Scroll] Bypass Group + [*] |
| **Common Functions** | |
| Set Time and Date | [*][6] [Master Code] + [0][1] |
| Turn Chime ON/OFF |  [*][4] + [Access Code†] OR |
| Change Brightness | [*][6] [Master Code] + [1][2] +  |
| Change Contrast | [*][6] [Master Code] + [1][3] +  |
| Buzzer Volume | [*][6] + [Master Code] + [1][4] +  |
| Add/Delete User | [*][5] + [Master Code] + [Access Code] + 1 |
| Reset Smoke Detectors |  OR [*][7][2] |

| Action | Press |
| --- | --- |
| View Troubles | [*][2] + [Access Code†] +  |
| View Alarms | [*][3] + [Access Code†] +  |
| Perform System Test | [*][6] + [Master Code] + [0][4] +  |

† If configured by the installer.

# The PowerSeries Neo Security System

Your PowerSeries Neo has been designed to provide you with the greatest possible flexibility and convenience. Read this manual carefully and have your installer instruct you on how to operate your system and which features have been implemented in your system. All users of this system should be equally instructed in its use. Fill out section "System Information" with all of your zone information and access codes and store this manual in a safe place for future reference.

ⓘ **Note:** The PowerSeries Neo security system includes specific false alarm reduction features and is classified in accordance with ANSI/ SIA CP-01-2010 Control Panel Standard - Features for False Alarm Reduction. Please consult your installer for further information regarding the false alarm reduction features built into your system as all are not covered in this manual.

## General system operation

Your security system is made up of a PowerSeries Neo control panel, one or more keypads and various sensors and detectors. The control panel is mounted out of the way in a utility closet or in a basement. The metal cabinet contains the system electronics, fuses and standby battery.

All the keypads have an audible indicator and command entry keys. LED keypads have a group of zone and system status lights. LCD keypads have an alphanumeric liquid crystal display (LCD). The keypad is used to send commands to the system and to display the current system status. The keypad(s) are mounted in a convenient location inside the protected premises close to the entry/ exit door(s). The security system has several zones of area protection and each of these zones is connected to one or more sensors (motion detectors, glassbreak detectors, door contacts). A sensor in alarm is indicated by the corresponding zone lights flashing on an LED keypad or by messages on the LCD keypad.

ⓘ **Note:** Only the installer or service professional must have access to the control panel.

## Carbon monoxide detection

This equipment is capable of monitoring carbon monoxide detectors and providing a warning if carbon monoxide is detected. Please read the Escape Planning guidelines in this manual and instructions that are available with the carbon monoxide detector.

ⓘ **Note:** Must be enabled and configured by installer.

ⓘ **Note:** The equipment should be installed in accordance with NFPA 720.

## Fire detection

This equipment is capable of monitoring fire detection devices such as smoke detectors and providing a warning if a fire condition is detected. Good fire detection depends on having adequate number of detectors placed in appropriate locations. Install this equipment in accordance with NFPA 72 (N.F.P.A., Batterymarch Park, Quincey MA 02269).

Carefully review the Escape Planning guidelines in this manual.

ⓘ **Note:** Must be enabled and configured by installer.

## Testing your system

**About this task:**
Tests all system keypad LEDs, keypad sounders, bells and/or sirens. To ensure that your system continues to function as intended,test your system weekly.

- **Important:** For UL Home Healthcare listed applications, test the system weekly without AC power. To remove AC from the control unit, remove the screw from the restraining tab of the plug in adapter and remove the adapter from AC outlet. After completing the test of the unit using only the battery backup source, reconnect the plug in adapter and attach the screw through the restraining tab so that the adapter is securely attached to the outlet.
- **Important:** If your system fails to function correctly, contact your installation company.
- **Important:** All smoke detectors must be tested by your smoke detector installer once every year.

  To perform a keypad and siren test complete the following steps.

  1. From the Ready state press **[*][6]** then enter the master code to access User Functions.
  2. Press **[0][4]** or use the scroll keys to navigate to **System Test** and press **[*]**. The system activates all keypad sounders, bells/sirens and keypad LEDs for two seconds.
  3. Press **[#]** to exit.

**Note:** If your system has PIR cameras enrolled, two images from each PIR camera are sent to the monitoring station during a system test.

## Monitoring

This system is capable of transmitting alarms, troubles and emergency information. If an alarm is initiated by mistake, immediately call the central station to prevent an unnecessary response.

**Note:** For CP-01 systems, the monitoring function must be enabled by the installer before it is operational. There is a communicator delay of 30 seconds in this control panel. It can be removed, or it can be increased up to 45 seconds, at the option of the end-user by consulting with the installer. Fire type alarms are normally reported without a delay.

## Maintenance

With normal use, the system requires minimum maintenance. Note the following points.

- Do not wash the security equipment with a wet cloth. Light dusting with a slightly moistened cloth removes normal accumulation of dust.
- Use the system test described in **Testing your system** to check the battery condition. Replace the standby batteries every 3-5 years.
- For other system devices such as smoke detectors, passive infrared, ultrasonic or microwave motion detectors or glassbreak detectors, consult the manufacturer’s literature for testing and maintenance instructions.

**Note:** Do not use abrasives, thinners, solvents or aerosol cleaners (spray polish) that can enter through holes in the Alarm Controller and cause damage.

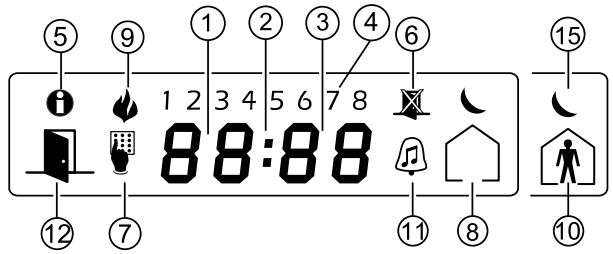
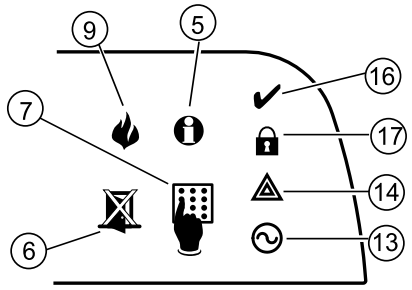
**Note:** Do not wipe the front cover with alcohol, water or any other liquid.

# Understanding your keypad

The PowerSeries Neo Alarm System supports a variety of wireless, hardwired and proximity sensor LCD, LED and Icon keypads. All keypads come equipped with the LED status lights. HS2LCD series keypads display system messages on their LCD screen. HS2ICN series keypads display messages. HS2LED series keypads display messages using a series of numbered LEDs. All keypad versions have a solid blue LED bar that is always on except when a proximity tag (if enrolled) is presented and successfully read by the keypad.

## Icon and LED keypad symbols

**About this task:**

| HS2ICN Series | HS2LED Series |
|---|---|
|  |  |



| | |
|---|---|
| 1 - Clock Digits | The clock digits indicate the hour when the local clock is active. Digit 2 is also used to identify the zone number. |
| 2 - : (Colon) | This icon is the hours/minutes divider and flashes every second when the local clock is active. |
| 3 - Clock Digits 3, 4 | These are the minute digits when the local clock is active. Digits 3 and 4 are also used to indicate the zone number for open zones or alarm in memory. |
| 4 - 1 to 8 | These numbers identify troubles when [*][2] is pressed. |
| 5 - Memory | Indicates that there are alarms in memory. |
| 6 - Bypass | Indicates that there are zones bypassed. |
| 7 - Program | Indicates that the system is in Installer or User's programming, or that the keypad is busy, and the LED flashes. If an Access Code is required, while accessing [*] menus, this LED is ON and solid to indicate that the code is required. |
| 8 - Away | Indicates that the panel is armed in the Away Mode. |
| 9 - Fire | Indicates that there are fire or CO alarms in memory. |
| 10 - Stay | Indicates that the panel is armed in the Stay Mode. |
| 11 - Chime | This icon turns on when the Door Chime button is pressed. It turns off when the chime function button is pressed again to disable Door Chime. |
| 12 - Open | This icon is used with clock digits 1 and 2 to indicate activated zones (not alarm) on the system. When zones are opened, the OPEN icon turns on, clock digits 1 and 2 scroll through the violated zones. |

| | |
|---|---|
| 13 - AC | Indicates that AC is present at the main panel. |
| 14 - System Trouble | Indicates that a system trouble is active. |
| 15 - Night | Indicates that the panel is armed in the Night Mode. |
| 16 - Ready Light (green) | If the Ready light is on, the system is ready for arming. If the toggle of the Ready LED flashes for Force Arming enabled, the LED flashes with force arm zones open on the partition. |
| 17 - Armed Light (red) | If the Armed light is on, the system has been armed successfully. |

ⓘ **Note:** For UL listed installations, zones are bypassed manually.

## Keypad models

This publication covers the following keypad models:

In the following table, the x character refers to one of the following PG device operating frequencies: 4 refers to 433MHz, 8 refers to 868MHz, and 9 refers to 912-919MHz UL/ULC systems.

**Table 2: Keypad models**

| Model | Description |
|---|---|
| **HS2LCD** | Alphanumeric LCD keypad |
| **HS2LCDP** | Alphanumeric LCD keypad with proximity tag support |
| **HS2LCDRFx** | Alphanumeric LCD keypad with wireless receiver |
| **HS2LCDRFPx** | Alphanumeric LCD keypad with wireless receiver and prox tag support |
| **HS2LCDWFx** | Wireless alphanumeric LCD keypad |
| **HS2LCDWFPx** | Wireless alphanumeric LCD keypad and prox tag support |
| **HS2LCDWFPVx** | Wireless alphanumeric LCD keypad with prox tag support and voice prompt |
| **HS2ICN** | Icon keypad |
| **HS2ICNP** | Icon keypad with prox tag support |
| **HS2ICNRFx** | Icon keypad with wireless receiver |
| **HS2ICNRFPx** | Icon keypad with wireless receiver and prox tag support |
| **HS2LED** | LED keypad |
| **HS2TCHP** | Touchscreen keypad |

# Securing the premises

The PowerSeries Neo provides multiple arming modes as described below:

| | |
|---|---|
| **Away Mode** | Use this mode when there is nobody on the premises. Away mode activates all perimeter and interior sensors in the alarm system. |
| **Stay Mode** | Use this mode when someone is on the premises. Stay mode partially activates the alarm system by arming all perimeter sensors and bypassing all interior sensors. |
| **Night Mode** | Use when the perimeter and interior need to be armed but require limited movement without activating the alarm (e.g., disable motion sensors in an area containing a washroom). Night mode is similar to Stay mode but only bypasses internal sensors configured as Night Zones. |

ⓘ **Note:** Verify with the alarm company which modes are available. For SIA FAR listed panels, the Stay arming Exit Delay is twice as long as the Away arming Exit Delay.

Depending on the system configuration, there are multiple methods to arm the system. Arm the system using one of the following methods.

- Keypad
- Wireless key
- Proximity tag

## Setting the alarm system

You can arm the PowerSeries Neo system using a keypad, wireless key, or a proximity tag.

ⓘ **Note:** If your system is installed in accordance with SIA CP-01 Standard for False Alarm Reduction, the security system arms in Stay Arm mode if the exit delay time expires and no one has exited the premises.

### Arming/setting the system (Infinite Exit Delay)

In an attempt to reduce false alarms, your system is designed to notify you of an improper exit when arming/setting the system. When using the Push to Set, or Final Door Set feature, attempting to set/arm your system starts an infinite exit delay. The keypad sounds a beep once per second. When you have opened and closed the final exit door, or after pressing the Push to Set button, the exit delay is reduced to a programmable value, which is typically 10 seconds, after which the alarm completes the setting. The panel used this time period to allow time for the detectors on the system to return to their normal state. When this time expires, the system checks for detectors/windows/doors that may be open. If any of these are open, the panel cancels the arming/setting. If this occurs, you must re-enter the premises, check the system, close any open zones, and then attempt to arm/set again.

### Away arming the system with the keypad

**About this task:**
Away mode activates the complete alarm system by:

- arming all perimeter sensors
- arming all interior sensors

To arm/set the system in **Away Mode** complete the following steps.

1. Ensure all windows and doors are closed and the Ready indicator is on.
2. Press and hold the Away  key for two seconds and, if required, enter your access code or present your proximity tag or to Quick Arm/Set the system press **[*][0]**.

3. If zones have been bypassed, the ICN/LED keypads bypass LED  lights and the bypassed zones numbers are shown. On an LCD keypad a warning display appears.
4. To cancel the arming sequence, enter your access code or present your proximity tag to the tag reader.

After successfully arming/setting the system the follow occurs.

- Armed indicator turns on
- Ready indicator remains lit
- Exit delay timer begins
- Keypad beeps six times, then continues beeping every second until beeping rapidly in the final ten seconds

The system can be configured to have a persistent exit delay that ends when the exit door is opened and closed, or when a button is pressed outside the protected premises.

When the exit delay timer expires, the system is armed.

- Ready indicator turns off
- Armed/Set indicator remains on
- Keypad stops sounding

**Note:** The installer configures the exit delay timer and an access code if required for arming/setting the system.

## Stay arming the system with the keypad

Stay mode partially activates your alarm system by arming all perimeter sensors, and bypassing all interior sensors to arm the system in stay mode. To arm the system in stay mode, complete the following steps.

1. Ensure all windows and doors are closed and the Ready indicator is on.
2. Press and hold the Stay key for two seconds and, if required, enter your access code. Do not leave the premises. If zones have been bypassed on the ICN or LED keypads, the bypass LED illuminates and the bypassed zones numbers are displayed. On an LCD keypad, a warning is displayed. After successfully initiating the arming sequence, the Armed and Ready indicators light and the exit timer begins counting down
3. To cancel the arming sequence, enter your access code or present your proximity tag. When the exit delay timer expires, the system is armed. The Ready indicator turns off and the Armed indicator remains on.

### Silent exit delay

If you arm the system using the Stay key or the No-Entry Arming method [*][9]:

- The warning beep is silenced
- The exit time doubles for that exit period (for CP-01 versions only).

**Note:** For non CP-01 versions, Standard Exit Time is used.

## Night arming the system with the keypad

**About this task:**
Night mode partially activates the alarm system by:

- Bypassing all internal sensors configured as Night zones.

- Arming all perimeter sensors.
- Arming all other internal sensors.

Arming the system in Night mode is possible after the system has first been armed in Stay mode and [*][1] is pressed at the keypad. The keypad can also be configured with a function key to arm the system in Night mode. To access armed interior areas when the system is armed in Night Mode, you must disarm the system.

ⓘ **Note:** Ensure that your installer has provided you with a list identifying all programmed night zones. Your installer can configure a function key to arm the panel in Night mode without the system already being armed in Stay mode.

To gain access to interior areas that are armed during Night mode disarm the system by entering your access code.

To arm the system in night mode complete the following steps.

1. If configured, press and hold the Night Arm key for two seconds. OR
2. When the system is armed in Stay mode (Armed indicator is on) at any keypad press [*][*]. or press [*][1].
3. If required, enter your access code. All interior zones are armed, except for devices programmed as Night Zones.

The Night Mode icon turns on.

## No-entry arming

This function is used to arm the alarm system while you are on the premises. No-entry arming arms the system in Stay mode and completes the following actions:

- removes the Entry Delay from configured zones.
- arms all perimeter sensors.
- bypasses all interior sensors.

ⓘ **Note:** When you use the no-entry feature, an attempt to enter through a door or window creates an instant alarm.

To arm the system in no-entry mode complete the following steps.

1. Ensure the ready indicator in on and your system is ready to be armed.
2. Press **[*][9]** and if required enter your access code. The Armed light flashes indicating that the system is armed and has no entry delay.
3. If there are bypassed zones, the bypass LED illuminates and the bypassed zone number is shown. On LCD keypads, a warning appears.
4. Enter your access code or present your proximity tag to disarm.

## Leaving when the system is armed (Quick Exit)

**About this task:**
Use the Quick Exit feature if the system is armed and you would like to leave without disarming and rearming the system. Quick Exit uses the same keys as Quick Arming, and it provides a two-minute exit delay to leave the premises without triggering an alarm. The quick exit timer is canceled after you have exited the premises.

To perform a quick exit complete the following steps.

1. When the system is armed, press and hold the Quick Exit key (  ) for two seconds or press **[*][0]**.
2. Exit the premises before the exit delay timer expires. After exiting, the exit delay timer is cancelled.

## Arming the system with a 1-way or 2-way wireless key

If configured, the PowerSeries Neo system can be armed using wireless keys. Check with your installer for a list of compatible wireless keys.

To arm the system with a wireless key, press the preferred arming button when the system Ready indicator light is on.

## Bypassing zones

**About this task:**
Bypassing zones intentionally removes protection on specified zones the next time your system is armed. Bypassed zones are identified differently on different keypads. Using an HS2LCD series keypad, bypassed zones are indicated on the LCD screen as shown in the following table. If using an LED or ICN series keypad, the bypass indicator light in on and the bypassed zones numbers are displayed.

⚠ **WARNING:** If a zone is not operating properly contact a service person immediately.

**Table 3: LCD keypad zone indications**

| LCD Display | Indication | Description |
|---|---|---|
| Zone Label < > | none | Zone is ready for arming. |
| Zone Label < > O | O | Zone is currently open. You might be unable to arm the system. |
| Zone Label < > B | B | Zone is bypassed. |

Bypassed zones:

- Must be configured before arming the system.
- Can be done using a keypad or SMS.
- Allow for access to protected areas when the system is armed.
- Allow you to arm the system if a zone is temporarily out of service.
- Reduce the level of security.
- Do not sound an alarm.
- Are automatically cancelled each time the system is disarmed.
- Can be programmed together in bypass groups. For more information see Bypass Groups.

| | |
|---|---|
| **Recall Last Bypass** | Recalls zones that were previously bypassed. |
| **Bypass All Open Zones** | Allows the user to quickly bypass all open zones with a single command. |
| **Clear Bypass** | Instantly clears all bypass conditions from the zones assigned to the partition. |
| **Programming a Bypass Group** | Use when you consistently bypass the same zones. This feature allows you to store in memory one group of bypassed zones for each partition. |
| **Activating a Bypass Group** | Loads a stored bypass group from memory. |

ⓘ **Note:** Ensure that no zones are unintentionally bypassed when arming your system.

ⓘ **Note:** 24-hour zones can only be unbypassed manually.

ⓘ **Note:** For security reasons, your installer has programmed the system to prevent you from bypassing certain zones (for example, smoke detectors). For more information on fire zones see Fire and CO Zone Types.

To bypass individual zones, complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required enter your access code or present your proximity tag.
3. Directly bypass zones by entering their three-digit zone number. If using an LCD keypad press [*] or scroll to the preferred zone using the scroll keys and press [*].
4. To toggle and unbypass a zone, re-enter the three-digit zone number or press [*] again. To bypass more zones repeat steps 3 and 4.
5. To exit bypassing mode press [#].

   If using an LED or ICON series keypad, the zone LED lights and the bypassed zone numbers are shown. If the system is ready to arm the Ready indicator turns on. When arming the system a message displays indicating zones have been bypassed.

To bypass all open zones, complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required enter your [access code] or present your proximity tag.
3. Press [9][9][8] or scroll to Bypass Options using the scroll keys [<][>] and press [*].
4. Scroll to Bypass Op Zones and press [*].
5. To exit bypassing mode, press [#].
6. If using an LED or ICN series keypad, the  lights and the bypassed zone numbers are shown. If the system is ready to arm the Ready ✔ indicator is lit. When arming the system the following message briefly displays.

To recall the last bypassed zones, complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required enter your access code or present your proximity tag.
3. Press [9][9][9] or scroll to Bypass Options and press [*].
4. Scroll to Bypass Recall using the scroll keys and press [*].
5. To exit bypassing mode press [#].

6. If using an LED or ICN series keypad, the lights and the bypassed zone numbers are shown.

   If the system is ready to arm the Ready ✔ indicator is lit. When arming the system the Bypass Active message briefly displays.

To clear the bypass indication for all zones, complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. If required enter your access code.
3. Press [0][0][0] or scroll to clear bypasses using the [<][>] keys and press [*]. All bypassed zones are open.
4. To exit bypassing mode press [#].

## Bypass groups

Program frequently bypassed zones into the system as a bypass group. Using bypass groups avoids individually bypassing each zone. One bypass group can be programmed for each partition.

ⓘ **Note:** This feature is not to be used in UL listed installations.

To program a bypass group complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. Enter your access code if required.
3. Enter the three-digit zone numbers of the zones you want bypassed or scroll to Bypass Zones and press [*] to indicate the zones you want bypassed.
4. Press [9][9][5] to program the bypass group with the current bypassed zones, or scroll to Bypass Options and press [*].
5. Scroll to **Prg Bypass Group** and press [*]. The keypad beeps three times to indicate the bypass group is successfully programmed.
6. To exit bypassing mode and return to the ready state, press [#].

To load a Bypass Group complete the following steps.

1. Press [*] to enter the function menu.
2. Press [*] or [1]. Enter your access code if required.
3. Press [9][9][1] and if required enter your access code or scroll to Bypass Options and press [*].
4. Scroll to Bypass Group and press [*].

## Arming errors and exit faults

The PowerSeries Neo audibly notifies you of errors when you are attempting to arm the system or exit the premises.

### Arming/setting errors

**About this task:**
An error tone (long beep) sounds if the system is unable to arm.

Arming errors occur if one of the following conditions occur.

- The system is not ready to arm/set (for example, if sensors are open).
- An incorrect user code is entered.
- A trouble is present and has not been viewed by the user. This operation must be enabled by the installer.

To correct an arming error complete the following steps.

1. Ensure all sensors are secure. Your keypad identifies all open zones.
   a. If the trouble light is on, enter **[*][2]** and enter **99** or scroll to the **Acknowledge All Troubles** prompt and press [*] if your installer has configured your system to impede arming/setting when a trouble is present.
   b. Try arming/setting the system again. For details on arming/setting the system, see one of the previous arming/setting procedures.
   c. If errors persist contact your installer.

### Audible exit faults

ⓘ **Note:** This option must be enabled by your installer.

In an attempt to reduce false alarms, the Audible Exit Fault notifies you of an improper exit when arming the system. Improper exits are caused by failing to securely close the Exit/Entry door.

Improper exits cause the following system notifications:

- The keypad emits one continuous beep.
- The bell or siren sounds for the duration of the entry delay until a valid user code is entered or until the programmed Bell Time Out expires.

## Alarm System Disarming/Unsetting Methods

The PowerSeries Neo system is capable of supporting the following alarm system unsetting/disarming methods in accordance with BS8243-2010+A1:2014

- Prevention of entry to the supervised premises before the partition is unset.
- Unset by using the wireless key before entering the supervised premises causes or permits the initial entry door to be unlocked.
- Unset by using the Mini Proximity tag in conjunction with one of the keypad HS2LCDPRO or HS2LCDRFPRO8 entering the supervised premises and within the programmed entry delay.

### Disarming the system

#### Disarming/unsetting the system with a proximity tag

**About this task:**
Present your proximity tag to the keypad to disarm your system (if available on your PowerSeries Neo security system).

To disarm your system with a proximity tag, complete the following steps.

1. Present your proximity tag to a keypad with a proximity sensor when the system is armed/set. If configured, enter your access code.
2. If you walk through the entry door the keypad beeps. Present your proximity tag in ____ seconds to avoid an alarm condition.

ⓘ **Note:** Duration of the entry timer is programmed by the installer. It cannot exceed 45 seconds.

### Disarming error

If your code is invalid, the system does not disarm and a 2-second error tone sounds. If this occurs, press [#] and re-enter your access code.

## LCD keypads emergency keys

**Important:** Only use in an emergency.

If you press both the emergency keys you generate a fire, medical, or panic alarm, and you alert the monitoring station. To generate a fire, medical, or panic alarm, complete the following step:

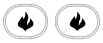
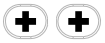
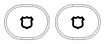
- Press both alarm keys simultaneously for two seconds.

The keypad beeps to indicate that the alarm input is accepted and that an alert is sent to the monitoring station.

**Note:** Medical and panic alarms are audible by default. The installer can configure them to be silent.

**Note:** Only HS2LCD keypad models must be used for Residential Fire applications.

**Table 4: Emergency keys**

| Type | Key |
|---|---|
| Fire alarm |  |
| Medical alarm |  |
| Panic alarm |  |

Verify with your alarm company that your system is equipped with emergency keys.

# Alarms

The system can generate different alarm sounds, each with a different purpose and priority.

| Priority | Type of Alarm | What you hear |
|---|---|---|
| 1 | Fire | Temporal (3 beeps then a pause) or pulsed siren (continuous beeping) |
| 2 | Carbon Monoxide | 4 beeps, 5 second pause, 4 beeps |
| 3 | Intrusion (Burglary) | Continuous siren |
| 4 | Flood | 1 second on, 3 seconds off, repeating |

## Fire alarm

⚠ **WARNING:** If the fire alarm sounds, follow your emergency evacuation plan immediately.

### Silencing fire alarm bells

Fire alarms can be silenced by entering a valid access code. A bells silenced message is displayed on an LCD or touchscreen keypad. The message is cleared when all the fire zones are restored on system.

## Carbon monoxide alarm

**About this task:**
If a CO alarm sounds immediately go outside or to an open window, carbon monoxide inhalation can be fatal.

⚠ **WARNING:** Activation of your CO alarm indicates the presence of carbon monoxide (CO), which can be fatal.

Carefully review your Carbon Monoxide Alarm Installation/User Guide to determine the necessary actions required to ensure your safety and ensure that the equipment is operating correctly. Follow the steps outlined in the guide into your evacuation plan.

During an alarm the following occurs.

- The red LED on the CO detector flashes rapidly and buzzer sounds with a repeating cadence of 4 quick beeps, 5-second pause, 4 quick beeps.
- The siren connected to the control panel produces the same cadence as above.
- The keypad provides audible and visual indication of the CO alarm.

If the carbon monoxide alarm sounds, complete the following steps.

1. Press the silence button on the CO detector.
2. Immediately move outside or to an open door/window.
3. Call emergency services or your fire department.

### Silencing the CO alarm bells

CO alarms can be silenced by entering a valid access code. A bells silenced message is displayed on a LCD or touch screen keypad. The message is cleared when all CO zones are restored on your system.

## Intrusion and burglary alarm

⚠ **WARNING:** If you are unsure of the source of the alarm approach with caution.

The intrusion and burglary alarm is a continuous siren. If the intrusion alarm was accidental enter your access code to silence the alarm.

If the code is entered in 30 seconds (or the programmed value of the alarm transmission delay) the transmission of the alarm to the monitoring station is cancelled.

ⓘ **Note:** Call your central station to avoid a dispatch,

## Alarm cancel window

The control panel provides a period of time in which the user can cancel the alarm transmission (minimum duration is 5 minutes). If the programmed alarm transmission delay has expired, canceling an alarm sends a message to the monitoring station. Upon a successful transmission of the cancellation message, the keypad beeps 6 times. Must be enabled and configured by the installer.

ⓘ **Note:** For CP-01 systems, alarm transmission delay must not exceed 45 seconds.

## Viewing alarms in memory

When an alarm occurs the keypad indicator illuminates. Viewing the alarms in memory provides more information on the sensor(s) that were activated. To view alarms in memory press [*][3] or use the scroll keys to navigate to **Alarm Memory** and press [*].

### Alarm messages

| LCD | What it means |
|---|---|
| Burglary Verified | Multiple burglary sensors were activated. Central station has been notified. |
| Burglary Not Verified | A single burglary sensor was activated. Central station has been notified. |
| Hold-up Verified | Multiple hold-up sensors were activated. Central station has been notified. |
| Hold-up Not Verified | A single hold-up sensor was activated. |
| Fire Alarm | Fire alarm has been triggered. Central station has been notified. |
| CO Alarm | CO alarm has been triggered. Central station has been notified. |

## Resetting smoke detectors

After an alarm condition, reset smoke detectors to exit the alarm condition.

ⓘ **Note:** Verify with your alarm company if this function is required on your system.

To reset the sensors complete the following steps.

1. Press and hold the Reset key on the keypad for two seconds. If the reset is successful, the alarm is cancelled.
2. If a smoke detector fails to reset, it could still be detecting an alarm condition. If unsuccessful, the alarm reactivates or continues. Contact your alarm system provider.

# Wireless keys and other devices

In addition to the keypad, the PowerSeries Neo system can be controlled using a variety of devices:

- 1-way or 2-way wireless keys
- Proximity Tags
- via SMS using a cellphone

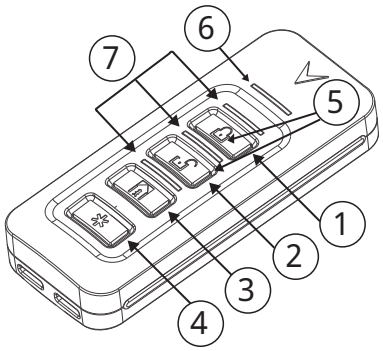
## Using wireless keys

Wireless keys allow users in close proximity of their premises the ability to readily arm and disarm their system, and to call for help. When using compatible wireless keys there is one beep for arming and two beeps for disarming. The wireless key buttons can also be programmed for various functions, including Instant Stay Arm. Check with your installer for details.

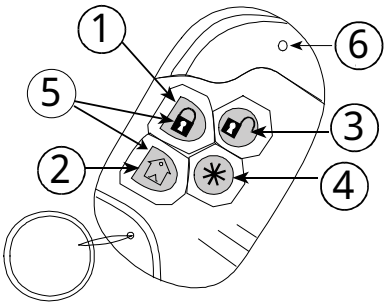
ⓘ **Note:** The panic feature has not been evaluated by UL for the PG9929/PG9939.

For additional information, refer to your Wireless Key Instruction Sheet.

### PG4929/PG8929/PG9929



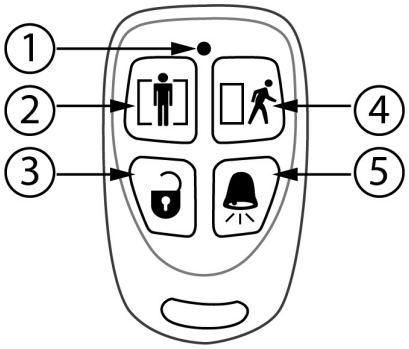

1. Away arm/set
2. Disarm/unset
3. Stay arm/set
4. Panic
5. Command output 1
6. Message LED
7. Status LEDs




1. Away arm/set
2. Disarm/unset
3. Stay arm/set
4. Panic
5. Command output 1
6. LED

### WS4939 one-way wireless key

**Figure 1: WS4939 wireless key**




1. LED
2. Stay arm
3. Disarm
4. Away arm
5. Panic

## Using proximity tags

Proximity tags can be used to arm and disarm the system, perform a programmed function and can also be used in place of your user access code.

To operate, present the tag close to the tag reader icon on your keypad. The LED bar flashes three times upon a valid proximity tag being read by the keypad successfully.

ⓘ **Note:** Proximity tags must be enrolled on the system (see "Enrolling and Deleting Proximity Tags").

# SMS command and control

SMS Command and Control allows you to send text messages to your system, enabling the system to perform certain actions. For a list of commands and how to send them see the following table. As a security measure, only the phone numbers configured by your installer are permitted to contact your system. Messages from all other phone numbers are rejected.

ⓘ **Note:** This is a supplementary feature that has not been investigated by UL/ULC. Must be enabled and configured by installer on an LCD keypad.

## Using the keypad to lookup the number to call for SMS commands

**About this task:**
The phone number of the system is programmed by the installer. To quickly find the phone number perform the following steps.

To find the system telephone number complete the following steps.

1. Check that the Ready indicator ✔ is on and the system is disarmed/unset.
2. Press [*][6] or press [*] and use the scroll keys to navigate to User Functions, press [*] and enter Master Code.
3. Press [1][1] or use the scroll keys to navigate to SMS Programming and press [*].
4. Scroll to navigate to SMS Programming and press [*]. The phone number to send your SMS commands displays.

## Sending SMS commands to your system

To successfully send commands to your system from your cell phone, you must send SMS messages in the proper format. If configured, commands require the inclusion of a User Access Code in your message. The access code is verified by the system before executing any commands.

Additional information about sending SMS commands:

- Text messages are not case sensitive and extra spaces are ignored.
- In multi-partition systems, if the user has rights to manage partitions, commands can be sent to preferred partitions by including the partition number. For more information on partitions see Managing Partitions.
- If the panel is configured to require an Access Code and the code is not sent or is invalid, the panel sends a notification to the user advising the command was unsuccessful.

The following table lists all available SMS commands with examples of how to enter the partition number and access codes. The format for entering commands is as follows:

| Command | Partition number | Access Code |
|---|---|---|
| Stay Arm/Set | 001 | 1234 |

ⓘ **Note:** Verify with your installer that the partition number and access code are required in your SMS message. If one or both are not required, do not enter them in your SMS message.

ⓘ **Note:** Responses to Status and Alarm Memory requests might require more than 1 SMS message, depending on status of the system. There is a ten second delay between transmission of SMS messages.

## SMS commands

| Commands | Notes |
|---|---|
| **Stay Arm/Set** | Stay arms/sets the system |
| **Away Arm/Set** | Away arms/sets the system |
| **Night Arm/Set** | Night arms/sets the system |
| **Disarm/Unset** | Disarms/Unsets the system |
| **Activate Command Output 1** | Activates Output 1 |
| **Activate Command Output 2** | Activates Output 2 |
| **Activate Command Output 3** | Activates Output 3 |
| **Activate Command Output 4** | Activates Output 4 |
| **Deactivate Command Output 1** | Deactivates Output 1 |
| **Deactivate Command Output 2** | Deactivates Output 2 |
| **Deactivate Command Output 3** | Deactivates Output 3 |
| **Deactivate Command Output 4** | Deactivates Output 4 |
| **Bypass 001** | Bypasses specified zone number |
| **Unbypass 001** | Clears the bypass from the specified zone number |
| **Status Request** | Omitting the partition number causes the system to send a status report for all partitions. To request a status report for a specific partition enter the appropriate partition number. |
| **Alarm Memory Request** | Omitting the partition number causes the system to send a status report for all partitions. To request a status report for a specific partition enter the appropriate partition number. |
| **Help** | The Help command generates an SMS response listing all interactive commands that can be sent to the module. Access Code is not required. |

## SMS responses from your system

SMS responses are sent to the phone that initiated the command.

| System Response | Notes |
|---|---|
| **Successful** | Sent when a command and control function is successfully performed by the panel. |
| **Unsuccessful** | Sent when a command and control function not successfully performed by the panel. |
| **Invalid Command** | Sent when a command sent was not accepted as valid by the system. |
| **System Stay Armed/Set** | Sent in response to a status request and if a partition is stay armed/set. |
| **System Away Armed/Set** | Sent in response to a status request and if a partition is away armed/set. |
| **System Night Armed/Set** | Sent in response to a status request and if a partition is night armed/set. |

| | |
|---|---|
| **System Disarmed/Unset Ready** | Sent in response to a status request and if a partition is disarmed/unset and ready to arm/set. |
| **System Disarmed/Unset Not Ready** | Sent in response to a status request and if a partition is disarmed/unset and is not ready to armset. |
| **System is in Alarm** | Sent in response to a status request and if a partition is in alarm. |
| **Service is Required** | Sent in response to a status request and if a partition is in trouble. |
| **No Alarm Memory** | Sent in response to a alarm memory request and there are no alarms in memory. |

# Managing users

Different user access codes can be programmed in the PowerSeries Neo. The maximum number of user access codes are as follows.

- 48 for HS2016/HS2016-4
- 72 for HS2032
- 95 for HS2064/HS2128
- 500 for HS2064 E
- 1000 for HS2128 E

Each user access code can be:

- Uniquely labeled.
- Assigned a proximity tag. In order to operate, proximity tags must be enrolled in the system.
- Assigned to operate specific partitions.
- Configured with additional attributes.

ⓘ **Note:** Your installer configures all access codes to be either 4, 6, or 8 digits. You cannot have access codes of all lengths on your system. Programed zones are indicated on the LCD screen. For more information on user indicators see the following table. On an ICN or LED keypad the programmed user numbers are displayed.

**Table 5: User Indicators**

| LCD display | Indicators | Descriptions |
|---|---|---|
| User Code 01 - | - | Unprogrammed code |
| User Code 01 P | P | Programmed code |
| User Code 01 T | T | Programmed code and tag/key |

## Access code types

The alarm system provides the following user access code types. Access codes are either 4, 6 or 8 digits in length, depending on the setting of programming section [041]. Duplicate codes are not valid.

**Table 6: Code types**

| Code | Add user | Delete user | Arm | Disarm | Access codes | User functions | Installer |
|---|---|---|---|---|---|---|---|
| **Master** | All | All | Yes | Yes | Yes | Yes | No |
| **User** | No | No | Yes | Yes | No | No | No |
| **Supervisor** | All but Master | All but Master | Yes | Yes | Yes | Yes | No |
| **Duress** | No | No | Yes | Yes | No | No | No |
| **One-time user** | No | No | Yes | 1/day | No | No | No |

Installer and master code are system codes that can be changed but not deleted. The other codes are user-defined and can be added or deleted as necessary. Access codes have the same partition and attribute programming as the code used to program them. When using eight-digit access codes, the minimum number of variations are as follows.

2083333 for HS2016/HS2016-4

1388888 for HS2032

1052631 for HS2064/HS2128

200000 for HS2064 E

100000 for HS2128

**Table 7: Code descriptions**

| Code | Description |
|---|---|
| **Master code** | The master code can access all partitions and can perform any keypad function. This code can be used to program all access codes, including the supervisor and duress codes. The master code is code # 01. |
| **User codes** | This type of access code is used to arm and disarm assigned partitions and can access the **User Functions** menu. |
| **Supervisor codes** | Use when you need additional users to managing Access Codes [*5] or User Functions [*6]. Supervisor codes created by the master code have the same attributes as the master code. Supervisor codes created by another supervisor code have the same attributes, except the supervisor attribute. Must be assigned manually afterward. After creation, attributes can be changed for all supervisor codes. For information on how to program a supervisor code see Configuring additional user options. |
| **Duress codes** | Use if forced to access your keypad under threat. Duress codes function the same as user access codes, except they transmit a duress report to your monitoring station when used to perform any function on the system. Duress codes cannot be used to access Access Codes [*5], User Functions [*6] or Installer [*8] menus. For information on how to program a Duress Code see Configuring additional user options. |
| **One-time user code** | Used to grant someone one-time access to your home once a day. For example, a cleaning person or contractor. The ability to disarm the system is reset at midnight or when the one-time user code is keyed in by the master code user. |

## Opening the access code menu

To add, change or delete access codes first open the **Access Code** menu.

1. Press [*][5] or press [*] and use the scroll keys to navigate to **Access Codes** and press [*].
2. Enter the master or supervisor code.
3. Enter user number or scroll through the list of users and press [*]. On an LED keypad the user number flashes.
4. To return to the Ready state press [#].

## Adding, changing and deleting access codes

Each configured user is assigned a unique number. Access codes cannot be duplicated.

- 01-48 for HS2016/HS2016-4
- 01-72 for HS2032
- 01-95 for HS2064/HS2128
- 001-500 for HS2064 E
- 0001-1000 for HS2128 E

To add or change user access codes complete the following steps.

1. Press **[*][5]** to open **Access Code Menu** or press **[*]** and navigate to **Access Code Menu** using the scroll keys.

2. Select the user number and press **[*]** or **[1]**.
3. Enter a new 4, 6, or 8-digit access code. After entering a new code keypad returns to the previous menu. A 'P' after the user code indicates it has been programmed. On an ICN or LED keypad the programmed user digits are displayed. If a duplicate code is entered an error tone sounds. After the code is programmed, the keypad returns to the previous LCD display.

To delete a user access code complete the following steps.

1. From the **Access Code Menu** select user and press **[*]**.
2. Press [*]. The code is deleted, and the keypad returns to the previous screen. The indicator is changed to - from P. On an ICN or LED keypad the programmed user number stops being displayed. The keypad returns to the previous LCD display.

## Enrolling a proximity tag

When you enroll or delete proximity tags for a user, there is a choice of options. For more information see Using proximity tags.

To enroll a proximity tag, complete the following steps:

1. On the keypad, press *** 5**.
2. Enter your access code.
3. Use the **Arrow** keys to navigate to a user and press *****.
4. Navigate to **Prox Tag**, and press *****.
5. Present the proximity tag to the reader. If the tag enrolls successfully, the blue LED bar flashes, and a **T** appears next to the user's name. For touchscreen keypads, the **Home** button flashes.

   **Note:** If a tag is enrolled for another user, or if the tag is invalid, a message displays.

## Editing user labels

**About this task:**
Adding or editing labels are accomplished by using the keypad to input the desired letters or numbers. The following figure depicts the three letters and one number that corresponds to each keypad button. The first press of the number key displays the first letter. The second press displays the second letter, etc.

| | | |
|---|---|---|
| [1] | [2] | [3] |
| A, B, C, 1 | D, E, F, 2 | G, H, I, 3 |
| [4] | [5] | [6] |
| J, K, L, 4 | M, N, O, 5 | P, Q, R, 6 |
| [7] | [8] | [9] |
| S, T, U, 7 | V, W, X, 8 | Y, Z, 9,0 |
| | [0] | |
| | Space | |

Entering letters using the keypad

| To edit a User Label: | LCD Display |
|---|---|
| 1. From the User Codes menu press [3] or scroll to User Labels and press [*].<br>Press (*) for <> User Labels | Press (*) for <> User Labels |

| | |
|---|---|
| 1. Use the arrow keys to move the cursor to a blank space or existing character. | |
| 1. Press the number key corresponding to the appropriate letter as shown in the previous figure. | |
| 1. When the required letter or number is displayed use the arrow keys to scroll to the next letter.<br>Program Name {User 1 Label} | Program Name {User 1 Label} |
| 1. When finished, press the [*] key, use the keys to scroll to Save then press [*]. | |

## Assigning a partition to a user code

You can configure user codes to give access only to specific partitions. For more information, see Managing partitions.

ⓘ **Note:** The installer must configure the partitions.

To assign a partition to a user code, complete the following steps:

1. On the keypad, press *** 5**.
2. Enter your access code.
3. Use the **Arrow** keys to navigate to the user, and press *****.
4. Navigate to **Partition Assign**, and press *****.
5. Choose one of the following options:
   - To grant the user access to the partition, select **Y**.
   - To deny the user access to the partition, select **N**.

## Configuring additional user options

You can also assign users the following additional options.

**Table 8: User options**

| | |
|---|---|
| **[1] Supervisor Code** | For more information see Access code types. |
| **[2] Duress Code** | For more information see Access code types. |
| **[3] Zone Bypass** | Grants the user the ability to bypass zones. |
| **[4] Remote Access** | Grants the user the ability to use SMS features. For more information see SMS command and control. |
| **[7] Bell Squawk** | Use to generate a bell squawk when arming and disarming the system.<br>When using wireless keys to arm and disarm the system:<br>• one bell squawk for arming.<br>• two bell squawks for disarming.<br>• three squawk pairs when disarming with an alarm in memory. |
| **[8] One-time Use Code** | For more information see Access code types. |

To configure additional user options, complete the following steps:

1. On the keypad, press **[*][5]**.
2. Enter your access code.
3. Use the scroll keys to navigate to the user, and press **[*]**.
4. Navigate to **User Options** and press **[*]**. If using and LED or LCD keypad, press the feature number, as listed inTable 8.

# User functions

**About this task:**
The PowerSeries Neo allows for a variety of user configurable functions as listed below.

- Event Buffer
- Auto Arm Time
- Late To Open/Late To Open Time
- Contrast/Brightness/Buzzer Control
- Voice Chime
- Time and Date
- System Service/DLS
- User Walk Test
- Auto Arm/Disarm
- User Call-up
- Voice Prompt

**Note:** User functions can only be modified when the system is disarmed.

To access the User Function menu, complete the following steps.

1. Press [*][6] or press [*] and use the scroll keys to navigate to User Functions and press [*].
2. Enter master code and scroll through the options listed.
3. To return to the Ready state press [#].

## Event buffer

**About this task:**
The event buffer displays a list of the last 1000 events on your system. You can view the event buffer only using an LCD keypad.

To view the Event Buffer complete the following steps.

1. From the User Function menu, scroll < > to Event Buffer and press [*].
2. Press < > to scroll through the Event Buffer.
3. Press [#] to return to the Ready state.

## Setting the time and date

To set the time and date, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Time and Date**, and press *****.
4. Use the number keys to set the date and time.
5. Press **[#]** to return to the ready state.

## Configuring the auto arm and disarm feature

**Note:** The installer must configure this feature.

To configure the auto arm and disarm feature, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Auto Arm/Disarm**, and press **[*]**.
4. Press **[*]** to enable or disable the feature.
5. Press **[#]** to return the Ready state.

## Setting the auto arm time

You can configure the system to auto arm at a specific time on each day of the week. If you do not configure a specific time for a day of the week, they system does not arm automatically on that day.

**Note:** The installer must configure this feature.

To set the auto arm time, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Auto Arm Time**, and press **[*]** to open the days of the week sub-menu.
4. Navigate to a day of the week, and press **[*]** to set the time for that day. If using an ICN or LED keypad to select a week day, press 1-7 where 1= Sunday and 7=Saturday.
5. Use the number keys to set the time in a 24-hour format. After entering the fourth digit, the keypad reverts back to the previous day of the week menu. Entering the time 9999 disables the late-to-open feature for that day. When using an ICN or LED keypad the time does not display.

   **Note:** If you set an invalid time, the keypad sounds an error tone.
6. **Optional:** To set the auto arm time for another day of the week, repeat Steps 4 to 5.
7. When finished press **[#]** to return to the Ready state.

## Configuring the system service DLS

Occasionally, your installer needs to remotely access the Installer programming of your security system using Downloading Software (DLS). In order for this to successfully occur, you need to manually allow access to your system.

**Note:** The installer must configure the access to this feature.

To configure the system service DLS, complete the following steps.

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **System Serv/DLS** or use the shortcut **[0][5]**.
4. Press **[*]** to enable or disable the feature.
5. Press **[#]** to return to the ready state.

## User call-up

Using DLS, User Call-up allows your system to make one attempt to connect to the installer's remote computer. For a successful connection, the remote computer must be waiting for the system's call.

**Note:** The installer must configure the access to this feature.

To perform a user call-up, complete the following steps.

1. On the keypad, press [*][6].
2. Enter your access code.
3. Use the scroll keys to navigate to **User Callup**, and press **[*]**. The system attempts to connect to the installer's computer.
4. Press **[#]** to return to the ready state.

## Late-to-open

**About this task:**
The **Late-to-Open** feature notifies you when your alarm system is not disarmed/unset by a programmed time of day.

For example, if you arrive from work at 5pm, and your child arrives home at 4 pm you could set the programmable time for 4:15 pm. If the system is not disarmed by 4:15pm an alert is sent to the monitoring station and an event is stored in the event buffer viewable from an LCD keypad. If SMS notifications are configured for your system the monitoring station notifies you with an SMS message. For more information see Event buffer.

ⓘ **Note:** Access to this feature must be configured by installer.

### Enabling Late to Open

To enable/disable Late-to-Open complete the following steps.

1. From the User Function menu enter **[0][9]** or press the scroll keys to select **Late to Open**.
2. Press [*] to enable/disable the **Late to Open** feature.
3. When finished press [#] to return to the Ready state.

### Setting the Late to Open time

To set the **Late to Open** time complete the following steps.

1. From the User Function menu use the shortcut key **[1][0]** or press the scroll keys to select Late to Opn Time.
2. Press [*] to open a days of the week sub menu. Scroll to the days of the week and press [*] to set the time for that day. If using an ICN or LED keypad to select the desired day press [1-7] where 1= Sunday and 7=Saturday.
3. Using a 24-hour format, set the preferred time. After you enter the fourth digit the screen reverts back to the previous day of the week menu. Entering the time 9999 disables the late to open feature for that day. When using an ICN or LED keypad the time does not display.
4. Continue setting the time for the desired days of the week. When finished press [#] to return to the Ready state.

ⓘ **Note:** If you enter an invalid time the error tone sounds.

## Changing the brightness of the LCD keypad

To change the LCD brightness, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Bright Control**, and press **[*]**.
4. Navigate to the brightness level that you want.
5. Press **[#]** to exit.

## Changing the contrast of the LCD keypad

To change the LCD contrast, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Contrast Control**, and press **[*]**.
4. Navigate to the contrast value that you want.
5. Press **[#]**.

## Setting the buzzer volume

To set the buzzer volume, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Buzzer Control**, and press **[*]**.
4. Navigate to the volume level that you want.
5. Press **[#]** to exit.

## Setting the voice prompt volume

This feature is available only when using an HS2LCDWFVPRO wireless keypad.

To set the voice prompt volume, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Voice Prompt**, and press **[*]**.
4. Navigate to the volume level that you want, and press **[*]**.
5. Press **[#]** to return to the ready state.

## Setting the voice chime volume

This feature is only available with the HS2LCDWFVPRO wireless keypad.

To set the voice chime volume, complete the following steps:

1. On the keypad, press **[*][6]**.
2. Enter your access code.
3. Use the scroll keys to navigate to **Voice Chime**, and press **[*]**.
4. Navigate to the volume level that you want, and press **[*]**.
5. Press **[#]** to return to the ready state.

## User's Walk Test

**About this task:**
Allows the user to verify the operation of system detectors and notifies the central station that a Walk Test is in progress and must be configured by installer.

**Important:** During a system (walk) test, do not activate any:

- Fire, Auxiliary or Police buttons
- Fire or CO sensors

A full system test is comprised of activating each sensor in turn. Open each door, window and walk-in areas with motion detectors. Perform system tests during off-peak hours, such as early morning or late evening.

To initiate a walk test, complete the following steps.

1. From the ready state press [*][6] and enter the [Master Code] to access User Functions.
2. Press **[0][8]** or use the scroll keys to navigate to Walk Test and press [*]. The system activates all keypad sounders and bell/sirens for two seconds and also notifies the central station that a walk test has begun.
3. Trigger each detector in sequence. A squawk occurs at the keypad, all LEDs on the keypad flash and the violation is recorded in the event buffer.
4. Restore the zones. Press [*][6][Master Code][8] to end the walk test. The system notifies the Central Station that the walk test has ended.

ⓘ **Note:** Fire zones, the 'F' key, and 2-wire smoke detectors are excluded from this test. Violation of these zones cause the system to exit the walk test then generate and transmit an alarm condition to the central station.

If a zone is not violated in 15 minutes of activating the Walk Test, the system automatically exits the Walk Test and resumes normal operation.

ⓘ **Note:** This feature is not available in CP-01 panels.

To enable or disable a walk test, complete the following steps.

1. From the User Function menu, use the shortcut key **[0][8]** or press the scroll keys [<][>] to scroll to Walk Test mode.
2. Press [*] to enable or disable the Walk Test feature.
3. When finished press **[#]** to return to the Ready state.

# Trouble conditions

When a trouble condition occurs your alarm system identifies the problem and displays an error message. Refer to the Trouble conditions table when you see an error message on the display. If additional help is required, contact your distributor for service.

When the system detects a trouble condition the following occurs:

- The trouble indicator turns on.
- The keypad beeps twice every ten seconds. Press the [*] key to silence the keypad.

Press [*][2] to examine troubles. When viewing troubles, the trouble indicator flashes to identify the level of trouble being viewed. One flash = level 1, two flashes = level 2 etc. Arming of your system may be impeded by a trouble. To override this condition, enter [*][2], scroll to **Acknowledge All Trouble**s and press [*] or enter 999.

**Table 9: Trouble conditions**

| Trouble Condition | Trouble Level 1 | Description | Trouble Types | Trouble Level 2 | Notification Level 3 |
|---|---|---|---|---|---|
| Trouble numbers are used to view the trouble. Trouble Notification identifies the range displayed on the keypad. When exploring the trouble levels, the Trouble indicator flashes to identify the level you are currently viewing. | | | | | |
| Service Required | 01 | Assorted Trouble types.<br>Time and Date troubles can be resolved by resetting the Time/Date.<br>To set Time/Date press [*][6][0][1].<br>For all other troubles call for service. | Bell Circuit | 01 | |
| | | | RF Jam | 02 | |
| | | | Loss of clock | 04 | |
| | | | Output 1 Fault | 05 | |
| Battery Trouble | 02 | The system has detected a battery trouble condition.<br>Call for service. | Low battery | 01 | n/a |
| | | | No battery | 02 | n/a |
| | | | High-current output low battery | 04 | Module 1-4 |
| | | | High-current output no battery | 05 | Module 1-4 |
| | | | Power supply low battery | 07 | Module 1-4 |
| | | | Power supply low battery | 08 | Power supply 1-4 |
| Bus Voltage | 03 | A module has detected a low voltage on its corbus red terminal. | HSM2HOST | 01 | n/a |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Zone expander | 04 | Zone expander 1-15 |
| | | | Power supply | 05 | Power Module 1-4 |
| | | | High-current output | 06 | Output Module 1-4 |
| | | | Output expander | 08 | Module 1-16 |
| | | | Audio expander (HSM2955) | 09 | n/a |
| | | | HSM2164RF | 10 | n/a |

## Table 9: Trouble conditions

| Trouble Condition | Trouble Level 1 | Description | Trouble Types | Trouble Level 2 | Notification Level 3 |
|---|---|---|---|---|---|
| AC Troubles | 04 | The system is experiencing loss of power.<br>Call for service.<br>If the building and/or neighborhood has lost electrical power, the system continues to operate on battery for several hours. | Zone | 01 | Zone label or 001-128 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| | | | Power supply | 05 | Power supply 1-4 |
| | | | High-current output | 06 | Output terminal 1-4 |
| | | | System label | 07 | n/a |
| Device Faults | 05 | The system has detected an issue with one or more connected devices.<br>Call for service. | Zone | 01 | Zone label or 001-128 |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| | | | Device Mask | 06 | Zone 001-128 |
| | | | Gas | 07 | Zone 001-128 |
| | | | Heat | 08 | Zone 001-128 |
| | | | CO | 09 | Zone 001-128 |
| | | | Freeze | 10 | Zone 001-128 |
| | | | Probe Disconnected | 11 | Zone 001-128 |
| | | | Fire | 12 | Zone 001-128 |
| Device Battery | 06 | The system detected an issue with one or more device batteries. For zone, keypad and wireless key battery troubles see the accompanying documentation for how to change the batteries. | Zone | 01 | Zone label or 001-128 |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| | | | User | 05 | Wireless key 1-32 |
| Device Tampers | 07 | The system has detected a tamper condition with one or more devices on the system.<br>Call for service. | Zone | 01 | Zone label or 001-128 |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| | | | Audio Station | 05 | Station 1-4 |
| RF Delinquency | 08 | The system has detected wireless signal interference that is causing improper system operation.<br>Call for service. | Zones | 01 | Zone label or 001-128 |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| Module Supervision | 09 | The system has detected a supervisory trouble condition with one or more modules on the system.<br>Call for service. | HSM2HOST | 01 | n/a |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Zone expander | 04 | Expander 1-15 |
| | | | Power supply | 05 | Power supply 1-4 |
| | | | High-current output | 06 | Output terminal 1-4 |
| | | | Output expander | 08 | Output module 1-16 |
| | | | Audio module | 09 | n/a |
| | | | HSM2164RF | 10 | n/a |

## Table 9: Trouble conditions

| Trouble Condition | Trouble Level 1 | Description | Trouble Types | Trouble Level 2 | Notification Level 3 |
|---|---|---|---|---|---|
| Module Tampers | 10 | The system has detected a tamper condition with one or more modules on the system. Call for service. | HSM2HOST | 01 | n/a |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Zone expander | 04 | Zone expander 1-15 |
| | | | Power supply | 05 | Power supply 1-4 |
| | | | High-current output | 06 | Output terminal 1-4 |
| | | | Output expander | 08 | Output module 1-16 |
| | | | Audio expander | 09 | n/a |
| | | | Alt. comm | 10 | n/a |
| | | | HSM2164RF | 11 | n/a |
| Communications | 11 | The system has detected a communication trouble. Call for service. | Telephone line monitoring | 01 | n/a |
| | | | Failure to communicate | 02 | Receiver 1-4 |
| | | | SIM Lock | 03 | n/a |
| | | | Cellular | 04 | n/a |
| | | | Ethernet | 05 | n/a |
| | | | Receiver | 06 | Receiver 1-4 |
| | | | Supervision Receiver | 07 | Receiver 1-4 |
| | | | Alt Comm Fault | 09 | n/a |
| | | | Alt Comm FTC | 10 | Receiver 1-4 |
| Not Networked | 12 | The system has detected a network trouble condition with one or more modules on the system.<br>If the trouble does not restore in 20 minutes, call for service. | Zone | 01 | Zone label 001-128 |
| | | | Keypad | 02 | Keypad 1-16 |
| | | | Siren | 03 | Siren 1-16 |
| | | | Repeater | 04 | Repeater 1-8 |
| | | | User | 05 | Users 01-1000 |

# Managing partitions

A partition is a limited area of the premises that operates independently from the other areas. Partitioning a system can be beneficial if the property has outbuildings that need to be secured independently of a main area or if the home has a separate apartment. Each partition can have its own keypad, or a keypad can have access to all partitions. User access to partitions is controlled with an access code. A master code can access the entire system and partitions, while a user code is limited to assigned partitions.

## Partitions

Keypads can be configured to control an individual partition or all partitions.

ⓘ **Note:** Access to this feature must be configured by installer.

### Single Partition Operation

Single partition keypads provide access to alarm functionality for an assigned partition.

Single partition keypads can perform the following.

- Displays the armed state of the partition.
- Displays open zones on a keypad partition.
- Displays bypassed zones
- Allows zone bypassing and creating bypass groups for zones assigned to the keypad partition.
- Displays system troubles (system low battery, system component faults/tampers).
- Displays alarms in memory that occurred on the partition.
- Door chime can be enabled/disabled.
- System tests (sounds bells/PGMs assigned to the partition).
- Label programming (zone, partition and user labels for the partition).
- Command output controls (outputs assigned to the partition, or global outputs such as smoke detector reset).
- Temperatures.

### Loaning a keypad to another partition

Keypads can be loaned to operate on other partitions (LCD keypads only). When a keypad is loaned from either the global state or from another partition, it can be configured to perform on the loaned partition just as it would if it was originally assigned there.

An access code must be entered before loaning a keypad to another partition. An access code is also required to perform any function on that partition.

To loan a keypad to another partition, complete the following steps.

1. Press and hold **#** for two seconds.
2. Enter your access code.
3. Use the arrow keys to navigate to a partition, and press *****. The keypad is temporarily loaned to this partition. If the keypad is inactive for more than 30 seconds, it reverts to its original partition.

The status of each partition is identified by a partition flag. For an explanation on partition flags, see the following table.

**Table 10: Partition Flags**

| LCD Display | Flag | Description |
|---|---|---|
| 1 2 3 4 5 6 7 8<br>R X A ! E - - N | 1-8 | Partition number |
| | R | Partition is ready to be armed |
| | X | Partition is in exit delay |
| | A | Partition is armed |
| | ! | Partition is in alarm |
| | E | Partition is in entry delay |
| | - | Partition is not configured |
| | N | Partition is not ready to be armed |

**Note:** Keypads can also be configured as global keypads, controlling all partitions. Global keypads must be configured by your installer.

## Fire and CO Zone Types

- If a fire zone generates an alarm, the partition the fire zone is assigned to goes into alarm. Other partitions retain their current state.
- If the [F] key on a global keypad is used to generate an alarm all enabled partitions go into alarm.
- One or more fire keypads can be located on any partition.
- On alarm, the fire auto-scroll display appears on all partition keypads and on all global keypads. Fire alarm silence and fire system reset can be done directly on any partition keypad. To silence a fire or CO alarm from a global keypad requires that the global keypad be loaned to one of the partitions.

# Additional features

## Turning the chime on or off

Turning the chime on audibly notifies you when an entry/exit sensor is activated.

To turn the chime on or off, complete the following step.

- Press and hold the **Chime** key to the on or off setting.

  **Note:** An access code might be required to change this setting.

## Audio verification

Allows the monitoring station to initiate a two-way audio (talk/listen) or one-way audio (listen-in only) session when an alarm has been received. This feature is used to verify the nature of the alarm or determine the type of assistance required by the occupant.

**Note:** This is a supplementary feature that has not been investigated by UL/ULC.

**Note:** Must be enabled and configured by installer.

## Visual verification

Allows the monitoring station to use video clips captured from system motion cameras for verification of any alarms.

**Note:** Must be enabled and configured by installer.

**Note:** Visual Verification has not been evaluated by UL and shall be disabled for UL certified installations.

**Note:** While an image is being transferred from the PIR camera to a central station receiver, the product cannot capture additional images.

### System lockout due to invalid attempts

If too many invalid access codes are entered, your system can be configured to automatically lockout input from all keypads, wireless keys and proximity tags for a programmed duration. If this happens, wait the programmed duration then try again.

**Note:** This feature and lockout duration must be configured by your installer. Fire, Medical and Panic keys are still active during a System Lockout.

## Activating a command output

Command outputs can be configured to operate items such as garage doors or electric gates. Additionally, command outputs can be assigned to follow a schedule. Must be configured by your installer.

**Note:** This is a supplementary feature that has not been investigated by UL/ULC.

To activate a command output, complete the following steps.

1. On the keypad, press **[*][7]** or use the scroll keys to navigate to **Output Control** then press **[*]**.
2. Press the number configured to the command output or use the scroll keys to navigate to the preferred command output and press [*].

To configure a command output to follow a schedule, complete the following steps.

1. Press **[*][7]**and use the scroll keys to navigate to **Follow Schedule**, press **[*]** then your user access code.
2. Press the command output number 1 to 4 to toggle scheduling and if required enter your access code or use the scroll keys to navigate to the preferred command output and press to select scheduling and if required enter your access code.

## Burglary verification

The PowerSeries Neo system includes cross zone and sequential detection features that require an activation on two or more zones, within a given time period, to generate a confirmed alarm and immediate police response.

**Note:** This feature must be enabled and configured by your installer.

## Swinger shutdown

The PowerSeries Neo system has a swinger shutdown feature that, when enabled, causes a programmable number of trips to shut down the zone. All burglary zone types have this feature enabled in CP-01 installations.

**Note:** This feature must be enabled and configured by the installer.

## Call waiting

The PowerSeries Neo system includes a programmable option for call waiting to prevent a call waiting line from interfering with the alarm verification process. This option is disabled by default.

**Note:** This feature must be enabled and configured by your installer.

## Fire alarm verification

Fire Alarm Verification is an available option for Fire zones. If configured, and the conditions for alarm verification are met, the fire alarm sounds and an alarm transmission is sent to the monitoring station.

**Note:** This feature must be enabled and configured by your installer.

## Silence fire or CO alarm

Fire and CO alarms are silenced by entering a valid access code. A bells silenced message displays on an LCD or touch screen keypad. The message is cleared when all the fire zones or CO zones are restored on system.

# Reference sheets

Fill out the following information for future reference and store this guide in a safe place.

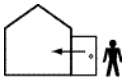
## System information

□ [F] FIRE

□ [M] MEDICAL

□ [P] PANIC

 The Exit Delay Time is _____ seconds.

 The Entry Delay Time is _____ seconds.

## Service contact information

**Central Station Information**

Account #: _____ Telephone #: _____

**Installer Information**

Company: _____ Telephone #: _____

**Battery Installation / Service Date:**

_____

_____

_____

**Important:** If you suspect a false alarm signal has been sent to the central monitoring station, call the station to avoid an unnecessary response.

## Access codes and sensor/zone information

Master Code [01] : _____

**Access Code Reference Sheet**

| User | Access Code | User | Access Code | User | Access Code | User | Access Code |
|---|---|---|---|---|---|---|---|
| 01 | | 02 | | 03 | | 04 | |
| 05 | | 06 | | 07 | | 08 | |
| 09 | | 10 | | 11 | | 12 | |
| 13 | | 14 | | 15 | | 16 | |
| 17 | | 18 | | 19 | | 20 | |
| 21 | | 22 | | 23 | | 24 | |
| 25 | | 26 | | 27 | | 28 | |
| 29 | | 30 | | 31 | | 32 | |
| 33 | | 34 | | 35 | | 36 | |
| 37 | | 38 | | 39 | | 40 | |
| 41 | | 42 | | 43 | | 44 | |

| User | Access Code | User | Access Code | User | Access Code | User | Access Code |
|---|---|---|---|---|---|---|---|
| 45 | | 46 | | 47 | | 48 | |
| 49 | | 50 | | 51 | | 52 | |
| 53 | | 54 | | 55 | | 56 | |
| 57 | | 58 | | 59 | | 60 | |
| 61 | | 62 | | 63 | | 64 | |
| 65 | | 66 | | 67 | | 68 | |
| 69 | | 70 | | 71 | | 72 | |
| 73 | | 74 | | 75 | | 76 | |
| 77 | | 78 | | 79 | | 80 | |
| 81 | | 82 | | 83 | | 84 | |
| 85 | | 86 | | 87 | | 88 | |
| 89 | | 90 | | 91 | | 92 | |
| 93 | | 94 | | 95 | | | |

**Note:** Copy this page as needed to record additional access codes.

**Sensor/zone information**

| Sensor | Protected Area | Sensor Type | Sensor | Protected Area | Sensor Type |
|---|---|---|---|---|---|
| 01 | | | 02 | | |
| 03 | | | 04 | | |
| 05 | | | 06 | | |
| 07 | | | 08 | | |
| 09 | | | 10 | | |
| 11 | | | 12 | | |
| 13 | | | 14 | | |
| 15 | | | 16 | | |
| 17 | | | 18 | | |
| 19 | | | 20 | | |
| 21 | | | 22 | | |
| 23 | | | 24 | | |
| 25 | | | 26 | | |
| 27 | | | 28 | | |
| 29 | | | 30 | | |
| 31 | | | 32 | | |
| 33 | | | 34 | | |
| 35 | | | 36 | | |
| 37 | | | 38 | | |
| 39 | | | 40 | | |
| 41 | | | 42 | | |

| Sensor | Protected Area | Sensor Type | Sensor | Protected Area | Sensor Type |
|---|---|---|---|---|---|
| 43 | | | 44 | | |
| 45 | | | 46 | | |
| 47 | | | 48 | | |
| 49 | | | 50 | | |
| 51 | | | 52 | | |
| 53 | | | 54 | | |
| 55 | | | 56 | | |
| 57 | | | 58 | | |
| 59 | | | 60 | | |
| 61 | | | 62 | | |
| 63 | | | 64 | | |
| 65 | | | 66 | | |
| 67 | | | 68 | | |
| 69 | | | 70 | | |
| 71 | | | 72 | | |
| 73 | | | 74 | | |
| 75 | | | 76 | | |
| 77 | | | 78 | | |
| 79 | | | 80 | | |
| 81 | | | 82 | | |
| 83 | | | 84 | | |
| 85 | | | 86 | | |
| 87 | | | 88 | | |
| 89 | | | 90 | | |
| 91 | | | 92 | | |
| 93 | | | 94 | | |
| 95 | | | 96 | | |
| 97 | | | 98 | | |
| 99 | | | 100 | | |
| 101 | | | 102 | | |
| 103 | | | 104 | | |
| 105 | | | 106 | | |
| 107 | | | 108 | | |
| 109 | | | 110 | | |
| 111 | | | 112 | | |
| 113 | | | 114 | | |
| 115 | | | 116 | | |
| 117 | | | 118 | | |
| 119 | | | 120 | | |

| Sensor | Protected Area | Sensor Type | Sensor | Protected Area | Sensor Type |
|---|---|---|---|---|---|
| 121 | | | 122 | | |
| 123 | | | 124 | | |
| 125 | | | 126 | | |
| 127 | | | 128 | | |

# Safety instructions

This equipment is stationary-fixed direct plug-in and must only be installed by Service Persons (Service Person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task and of measures to minimize the risks to that person or other persons). It must be installed and used within an environment that provides the pollution degree max 2, over voltages category II, in non-hazardous, indoor locations only.

⚠ **WARNING:** This equipment has no mains on/off switch. If the equipment must be quickly disconnected, the plug of the direct plug-in power supply is intended to serve as the disconnecting device; it is imperative that access to the mains plug and associated mains socket/outlet, is never obstructed.

⚠ **WARNING:** When using equipment connected to the mains and/or to the telecommunication network, there are basic safety instructions that should always be followed. Refer to the safety instructions provided with this product and save them for future reference. To reduce the risk of fire, electric shock and/or injury, observe the following safety notes.

- Do not attempt to service this product yourself. Opening or removing the cover may expose you to dangerous voltage or other risk. Refer servicing to qualified service persons. Never open the device yourself.
- Use authorized accessories only with this equipment.
- DO NOT leave and/or deposit ANY object on the top of the cabinet of this equipment! The cabinet as it is installed on the wall is not designed to support any supplementary weight!
- Do not spill any liquids on the cabinet.
- Do not touch the equipment and its connected cables during an electrical storm; there may be a risk of electric shock.
- Never touch uninsulated wires or terminals unless the equipment has been disconnected from the mains supply and from the telecommunication network!
- Ensure that cables are positioned so that accidents cannot occur. Connected cables must not be subject to excessive mechanical strain. Do not spill any type of liquid on the equipment.
- Do not use the Alarm system to report a gas leak if the system is near a leak.
- Do not subject the connected cables to an excessive mechanical strain.

These safety instructions should not prevent you from contacting the distributor and/or the manufacturer to obtain any further clarification and/or answers to your concerns.

## Regular Maintenance

Keep your alarm controller in optimal condition by following all the instructions that are included in this manual and marked on the product. It is the end-user and installer's responsibility to ensure that the disposal of the used batteries is made according to the waste recovery and recycling regulations applicable to the intended market.

### Cleaning

- Clean the units by wiping with a damp cloth only.
- Do not use abrasives, thinners, solvents or aerosol cleaners (spray polish) that can enter through holes in the alarm controller and cause damage and create hazards.
- Do not use any water or any other liquid.
- Do not wipe the front cover with alcohol.

# Locating detectors and escape plan

The following information is for general guidance only. Always consult local fire codes and regulations when locating and installing smoke and CO alarm detectors.

## Smoke detectors

Research has shown that all hostile fires generate smoke. Experiments with typical fires in homes indicate that detectable quantities of smoke precede detectable levels of heat in most cases. For these reasons, install smoke alarms outside of each sleeping area and on each story of the home.

The following information is for general guidance, consult the local fire codes and regulations when locating and installing smoke alarms.

Install additional smoke alarms beyond those required for minimum protection. Additional areas that require protection are basement, bedrooms, dining rooms, furnace/utility rooms, and any hallways not protected by the required units. On smooth ceilings, detectors can be spaced 9.1m (30 feet) apart as a guide. Other spacing can be required depending on ceiling height, air movement, the presence of joists or uninsulated ceilings. Consult the National Fire Alarm Code NFPA 72, CAN/ULC-S553-02 or other appropriate national standards for installation guidelines.

- Do not locate smoke detectors at the top of peaked or gabled ceilings, the dead air space in these locations can prevent the unit from detecting smoke.
- Avoid areas with turbulent air flow, such as near doors, fans or windows. Rapid air movement around the detector can prevent smoke from entering the unit.
- Do not locate detectors in areas of high humidity.
- Do not locate detectors in areas where the temperature rises above 38ºC (100ºF) or falls below 5ºC (41ºF).
- Smoke detectors must always be installed in USA in accordance with Chapter 29 of NFPA 72, the National Fire Alarm Code: 29.5.1.1.

Where required by applicable laws, codes, or standards for a specific type of occupancy, approved single- and multiple-station smoke alarms shall be installed as follows:

1. In all sleeping rooms and guest rooms.
2. Outside of each separate dwelling unit sleeping area, within 6.4 m (21 ft) of any door to a sleeping room, the distance measured along a path of travel.
3. On every level of a dwelling unit, including basements.
4. On every level of a residential board and care occupancy (small facility), including basements and excluding crawl spaces and unfinished attics.
5. In the living area(s) of a guest suite.
6. In the living area(s) of a residential board and care occupancy (small facility).

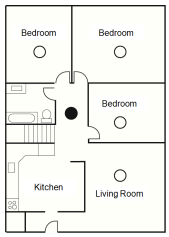



**Figure 1**

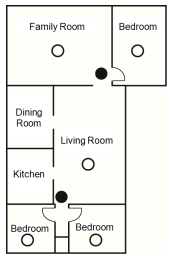



**Figure 2**

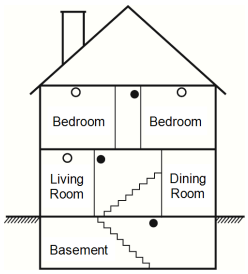



**Figure 3**

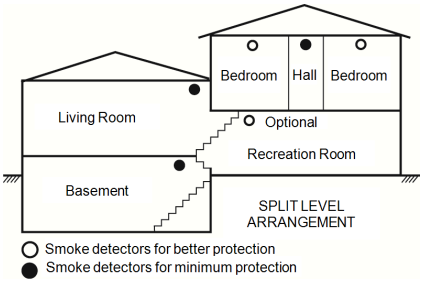



**Figure 3a**

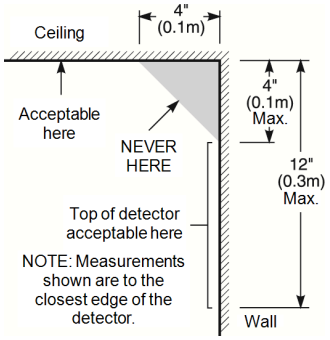



**Figure 4**

## Fire escape planning

There is often very little time between the detection of a fire and the time it becomes deadly. It is very important that an emergency escape plan be developed and rehearsed.

- Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.
- Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

- Make sure that all border doors and windows are easily opened. Ensure that they are not painted shut, and that their locking mechanisms operate smoothly.
- If opening or using the exit is too difficult for children, the elderly or handicapped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.
- If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use.
- Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.
- Each person should know the predetermined assembly point where everyone can be accounted for (e.g., across the street or at a neighbor's house). Once everyone is out of the building, call the fire department.
- A good plan emphasizes quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings as this can waste valuable time. Once outside, do not re-enter the house. Wait for the fire department.
- Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone knows what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building’s construction.

- Make sure your fire warning system is operational by conducting weekly tests. If you are unsure about system operation, contact your installer.

We recommend that you contact your local fire department and request further information on fire safety and escape planning. If available, have your local fire prevention officer conduct an in-house fire safety inspection.

## Carbon monoxide detectors

Carbon monoxide is colorless, odorless, tasteless, and very toxic, it also moves freely in the air. CO detectors can measure the concentration and sound a loud alarm before a potentially harmful level is reached. The human body is most vulnerable to the effects of CO gas during sleeping hours, for this reason CO detectors must be located in or as near as possible to sleeping areas of the home. For maximum protection, a CO alarm can be located outside primary sleeping areas or on each level of your home. Figure 5 indicates the suggested locations in the home.

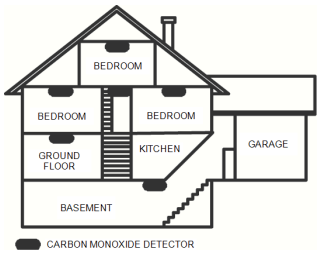



**Figure 5**

Do not place the CO alarm in the following areas:

- Where the temperature drops lower than -10ºC or exceeds 40ºC
- Near paint thinner fumes
- Within 5 feet (1.5m) of open flame appliances such as furnaces, stoves and fireplaces
- In exhaust streams from gas engines, vents, flues or chimneys
- Do not place in close proximity to an automobile exhaust pipe, this damages the detector

PLEASE REFER TO THE CO DETECTOR INSTALLATION AND OPERATING INSTRUCTION SHEET FOR SAFETY INSTRUCTIONS AND EMERGENCY INFORMATION.

# Regulatory agency statements

## FCC compliance statement

⚠ **CAUTION:** Changes or modifications not expressly approved by Digital Security Controls could void your authority to use this equipment.

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

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

The user may find the following booklet prepared by the FCC useful: "How to Identify and Resolve Radio/Television Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402, Stock # 004-000-00345-4.

Models HS2LCDRF9, HS2LCDRFP9, HS2ICNRF9, HS2ICNRFP9 (operating in 912-919MHz band) are compliant with applicable FCC Part 15.247 and IC RSS-210 rules.

**Warning!** To comply with FCC and IC RF exposure compliance requirements, the HS2LCDRF(P)9 or HS2ICNRF(P)9 keypads should be located at a distance of at least 20 cm from all persons during normal operation. The antennas used for this product must not be co-located or operated in conjunction with any other antenna or transmitter. This device complies with FCC Rules Part 15 and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2)this device must accept any interference that may be received or that may cause undesired operation.

The keypads represented in this manual can be used with alarm controllers HS2016, HS2032, HS2064, HS2128.

IC:160A – HS2KRFP9

The term 'IC' before the radio certification number only signifies that Industry Canada technical specifications were met.

### FCC important information

This equipment complies with Part 68 of the FCC Rules and, if the product was approved July 23, 2001 or later, the requirements adopted by the ACTA. On the side of this equipment is a label that contains, among other information, a product identifier. If requested, this number must be provided to the Telephone Company.

HS2016 Product Identifier US:F53AL01BHS2128

HS2032 Product Identifier US:F53AL01BHS2128

HS2064 Product Identifier US:F53AL01BHS2128

HS2128 Product Identifier US:F53AL01BHS2128

USOC Jack: RJ-31X

**Telephone connection requirements**

A plug and jack used to connect this equipment to the premises wiring and telephone network must com-ply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

**Ringer equivalence number (REN)**

The REN is used to determine the number of devices that may be connected to a telephone line. Excess-ive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

**Incidence of harm**

If this equipment (HS2016, HS2032, HS2064, HS2128) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

**Changes in telephone company equipment or facilities**

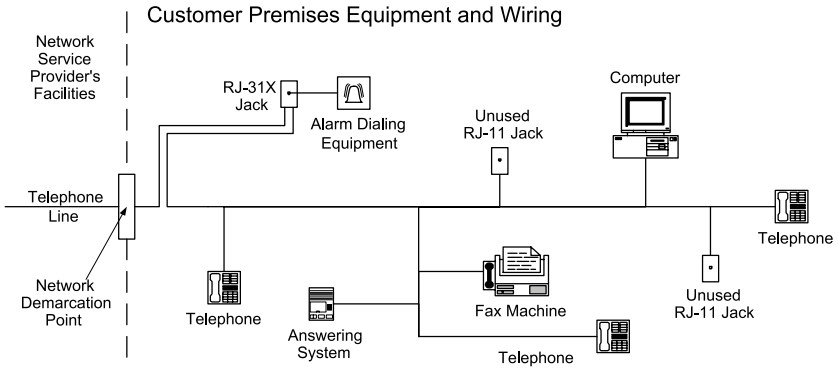
The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

**Equipment maintenance facility**

If trouble is experienced with this equipment (HS2016, HS2032, HS2064, HS2128) for repair or warranty information, contact the facility indicated below. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is solved. This equipment is of a type that is not intended to be repaired by the end user. Tyco Atlanta Distribution Center, 2600 West Pointe Dr., Lithia Springs, GA 30122.

**Additional information**

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (for example, telephone, answering system, computer modems) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ-31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure below. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the RJ-31X jack and alarm dialing equipment for you.




## ISED Canada

NOTICE: The models HS2016, HS2032, HS2064, HS2128 meet the applicable ISED Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that ISED Canada technical specifications were met. It does not imply that ISED Canada approved the equipment.

**Notice:** The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5.

HS2016 Registration number IC:160A-HS2128

HS2032 Registration number IC:160A-HS2128

HS2064 Registration number IC:160A-HS2128

HS2128 Registration number IC:160A-HS2128

# Installer Warning

Warning Please Read Carefully

**Note To Installers:**

This warning contains vital information. As the only individual in contact with system users, it is your responsibility to bring each item in this warning to the attention of the users of this system.

**System Failures**

This system has been carefully designed to be as effective as possible. There are circumstances, however, involving fire, burglary, or other types of emergencies where it may not provide protection. Any alarm system of any type may be compromised deliberately or may fail to operate as expected for a variety of reasons. Some but not all of these reasons may be:

**Inadequate Installation**

A security system must be installed properly in order to provide adequate protection. Every installation should be evaluated by a security professional to ensure that all access points and areas are covered. Locks and latches on windows and doors must be secure and operate as intended. Windows, doors, walls, ceilings and other building materials must be of sufficient strength and construction to provide the level of protection expected. A reevaluation must be done during and after any construction activity. An evaluation by the fire and/or police department is highly recommended if this service is available.

**Criminal Knowledge**

This system contains security features which were known to be effective at the time of manufacture. It is possible for persons with criminal intent to develop techniques which reduce the effectiveness of these features. It is important that a security system be reviewed periodically to ensure that its features remain effective and that it be updated or replaced if it is found that it does not provide the protection expected.

**Access by Intruders**

Intruders may enter through an unprotected access point, circumvent a sensing device, evade detection by moving through an area of insufficient coverage, disconnect a warning device, or interfere with or prevent the proper operation of the system.

**Power Failure**

Control units, intrusion detectors, smoke detectors and many other security devices require an adequate power supply for proper operation. If a device operates from batteries, it is possible for the batteries to fail. Even if the batteries have not failed, they must be charged, in good condition and installed correctly. If a device operates only by AC power, any interruption, however brief, will render that device inoperative while it does not have power. Power interruptions of any length are often accompanied by voltage fluctuations which may damage electronic equipment such as a security system. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.

**Failure of Replaceable Batteries**

This system's wireless transmitters have been designed to provide several years of battery life under normal conditions. The expected battery life is a function of the device environment, usage and type. Ambient conditions such as high humidity, high or low temperatures, or large temperature fluctuations may reduce the expected battery life. While each transmitting device has a low battery monitor which identifies when the batteries need to be replaced, this monitor may fail to operate as expected. Regular testing and maintenance will keep the system in good operating condition.

**Compromise of Radio Frequency (Wireless) Devices**

Signals may not reach the receiver under all circumstances which could include metal objects placed on or near the radio path or deliberate jamming or other inadvertent radio signal interference.

**System Users**

A user may not be able to operate a panic or emergency switch possibly due to permanent or temporary physical disability, inability to reach the device in time, or unfamiliarity with the correct operation. It is important that all system users be trained in the correct operation of the alarm system and that they know how to respond when the system indicates an alarm.

**Smoke Detectors**

Smoke detectors that are a part of this system may not properly alert occupants of a fire for a number of reasons, some of which follow. The smoke detectors may have been improperly installed or positioned. Smoke may not be able to reach the smoke detectors, such as when the fire is in a chimney, walls or roofs, or on the other side of closed doors. Smoke detectors may not detect smoke from fires on another level of the residence or building.

Every fire is different in the amount of smoke produced and the rate of burning. Smoke detectors cannot sense all types of fires equally well. Smoke detectors may not provide timely warning of fires caused by carelessness or safety hazards such as smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches or arson.

Even if the smoke detector operates as intended, there may be circumstances when there is insufficient warning to allow all occupants to escape in time to avoid injury or death.

**Motion Detectors**

Motion detectors can only detect motion within the designated areas as shown in their respective installation instructions. They cannot discriminate between intruders and intended occupants. Motion detectors do not provide volumetric area protection. They have multiple beams of detection and motion can only be detected in unobstructed areas covered by these beams. They cannot detect motion which occurs behind walls, ceilings, floor, closed doors, glass partitions, glass doors or windows. Any type of tampering whether intentional or unintentional such as masking, painting, or spraying of any material on the lenses, mirrors, windows or any other part of the detection system will impair its proper operation.

Passive infrared motion detectors operate by sensing changes in temperature. However their effectiveness can be reduced when the ambient temperature rises near or above body temperature or if there are intentional or unintentional sources of heat in or near the detection area. Some of these heat sources could be heaters, radiators, stoves, barbeques, fireplaces, sunlight, steam vents, lighting and so on.

**Warning Devices**

Warning devices such as sirens, bells, horns, or strobes may not warn people or waken someone sleeping if there is an intervening wall or door. If warning devices are located on a different level of the residence or premise, then it is less likely that the occupants will be alerted or awakened. Audible warning devices may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners or other appliances, or passing traffic. Audible warning devices, however loud, may not be heard by a hearing-impaired person.

**Telephone Lines**

If telephone lines are used to transmit alarms, they may be out of service or busy for certain periods of time. Also an intruder may cut the telephone line or defeat its operation by more sophisticated means which may be difficult to detect.

**Insufficient Time**

There may be circumstances when the system will operate as intended, yet the occupants will not be protected from the emergency due to their inability to respond to the warnings in a timely

manner. If the system is monitored, the response may not occur in time to protect the occupants or their belongings.

**Component Failure**

Although every effort has been made to make this system as reliable as possible, the system may fail to function as intended due to the failure of a component.

**Inadequate Testing**

Most problems that would prevent an alarm system from operating as intended can be found by regular testing and maintenance. The complete system should be tested weekly and immediately after a break-in, an attempted break-in, a fire, a storm, an earthquake, an accident, or any kind of construction activity inside or outside the premises. The testing should include all sensing devices, keypads, consoles, alarm indicating devices and any other operational devices that are part of the system.

**Security and Insurance**

Regardless of its capabilities, an alarm system is not a substitute for property or life insurance. An alarm system also is not a substitute for property owners, renters, or other occupants to act prudently to prevent or minimize the harmful effects of an emergency situation.

# End-user license agreement

**IMPORTANT - READ CAREFULLY**

DSC Software purchased with or without Products and Components is copyrighted and is purchased under the following license terms:

• This End-User License Agreement (“EULA”) is a legal agreement between You (the company, individual or entity who acquired the Software and any related Hardware) and Digital Security Controls, a division of Tyco Safety Products Canada Ltd., a part of Johnson Controls group of companies (“JCI”), the manufacturer of the integrated security systems and the developer of the software and any related products or components (“HARDWARE”) which You acquired.

• If the JCI software product (“SOFTWARE PRODUCT” or “SOFTWARE”) is intended to be accompanied by HARDWARE, and is NOT accompanied by new HARDWARE, You may not use, copy or install the SOFTWARE PRODUCT. The SOFTWARE PRODUCT includes computer software, and may include associated media, printed materials, and “online” or electronic documentation.

• Any software provided along with the SOFTWARE PRODUCT that is associated with a separate end-user license agreement is licensed to You under the terms of that license agreement.

• By installing, copying, downloading, storing, accessing or otherwise using the SOFTWARE PRODUCT, You agree unconditionally to be bound by the terms of this EULA, even if this EULA is deemed to be a modification of any previous arrangement or contract. If You do not agree to the terms of this EULA, DSC is unwilling to license the SOFTWARE PRODUCT to You, and You have no right to use it

**SOFTWARE PRODUCT LICENSE**

The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not sold.

1. GRANT OF LICENSE This EULA grants You the following rights:

Software Installation and Use - For each license You acquire, You may have only one copy of the SOFTWARE PRODUCT installed.

Storage/Network Use - The SOFTWARE PRODUCT may not be installed, accessed, displayed, run, shared or used concurrently on or from different computers, including a workstation, terminal or other digital electronic device (“Device”). In other words, if You have several workstations, You will have to acquire a license for each workstation where the SOFTWARE will be used.

Backup Copy - You may make back-up copies of the SOFTWARE PRODUCT, but You may only have one copy per license installed at any given time. You may use the back-up copy solely for archival purposes. Except as expressly provided in this EULA, You may not otherwise make copies of the SOFTWARE PRODUCT, including the printed materials accompanying the SOFTWARE.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

Limitations on Reverse Engineering, Decompilation and Disassembly - You may not reverse engineer, decompile, or disassemble the SOFTWARE PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation. You may not make any changes or modifications to the Software, without the written permission of an officer of DSC. You may not remove any proprietary notices, marks or labels from the Software Product. You shall institute reasonable measures to ensure compliance with the terms and conditions of this EULA.

Separation of Components - The SOFTWARE PRODUCT is licensed as a single product. Its component parts may not be separated for use on more than one HARDWARE unit.

Single INTEGRATED PRODUCT - If You acquired this SOFTWARE with HARDWARE, then the SOFTWARE PRODUCT is licensed with the HARDWARE as a single integrated product. In this case, the SOFTWARE PRODUCT may only be used with the HARDWARE as set forth in this EULA.

Rental - You may not rent, lease or lend the SOFTWARE PRODUCT. You may not make it available to others or post it on a server or web site.

Software Product Transfer - You may transfer all of Your rights under this EULA only as part of a permanent sale or transfer of the HARDWARE, provided You retain no copies, You transfer all of the SOFTWARE PRODUCT (including all component parts, the media and printed materials, any upgrades and this EULA), and provided the recipient agrees to the terms of this EULA. If the SOFTWARE PRODUCT is an upgrade, any transfer must also include all prior versions of the SOFTWARE PRODUCT.

Termination - Without prejudice to any other rights, DSC may terminate this EULA if You fail to comply with the terms and conditions of this EULA. In such event, You must destroy all copies of the SOFTWARE PRODUCT and all of its component parts.

Trademarks - This EULA does not grant You any rights in connection with any trademarks or service marks of DSCor its suppliers.

3. COPYRIGHT - All title and intellectual property rights in and to the SOFTWARE PRODUCT (including but not limited to any images, photographs, and text incorporated into the SOFTWARE PRODUCT), the accompanying printed materials, and any copies of the SOFTWARE PRODUCT, are owned by DSC or its suppliers. You may not copy the printed materials accompanying the SOFTWARE PRODUCT. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE PRODUCT are the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants You no rights to use such content. All rights not expressly granted under this EULA are reserved by DSC and its suppliers.

4. EXPORT RESTRICTIONS - You agree that You will not export or re-export the SOFTWARE PRODUCT to any country, person, or entity subject to Canadian export restrictions.

5. CHOICE OF LAW - This Software License Agreement is governed by the laws of the Province of Ontario, Canada.

6. ARBITRATION - All disputes arising in connection with this Agreement shall be determined by final and binding arbitration in accordance with the Arbitration Act, and the parties agree to be bound by the arbitrator’s decision. The place of arbitration shall be Toronto, Canada, and the installation manual of the arbitration shall be English.

7. LIMITED WARRANTY

NO WARRANTY - DSC PROVIDES THE SOFTWARE “AS IS” WITHOUT WARRANTY. DSC DOES NOT WARRANT THAT THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.

CHANGES IN OPERATING ENVIRONMENT - DSC shall not be responsible for problems caused by changes in the operating characteristics of the HARDWARE, or for problems in the interaction of the SOFTWARE PRODUCT with non-DSC SOFTWARE or HARDWARE PRODUCTS.

LIMITATION OF LIABILITY; WARRANTY REFLECTS ALLOCATION OF RISK - IN ANY EVENT, IF ANY STATUTE IMPLIES WARRANTIES OR CONDITIONS NOT STATED IN THIS LICENSE AGREEMENT, DSC’S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS LICENSE AGREEMENT SHALL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU TO LICENSE THE SOFTWARE PRODUCT AND FIVE CANADIAN DOLLARS (CAD$5.00). BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

DISCLAIMER OF WARRANTIES - THIS WARRANTY CONTAINS THE ENTIRE WARRANTY AND SHALL BE IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF DSC. DSC MAKES NO OTHER WARRANTIES. DSC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON PURPORTING TO ACT

ON ITS BEHALF TO MODIFY OR TO CHANGE THIS WARRANTY, NOR TO ASSUME FOR IT ANY OTHER WARRANTY OR LIABILITY CONCERNING THIS SOFTWARE PRODUCT.

EXCLUSIVE REMEDY AND LIMITATION OF WARRANTY - UNDER NO CIRCUMSTANCES SHALL DSC BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF PROFITS, LOSS OF THE SOFTWARE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTE OR REPLACEMENT EQUIPMENT, FACILITIES OR SERVICES, DOWN TIME, PURCHASERS TIME, THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY.

**WARNING**: DSC recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this SOFTWARE PRODUCT to fail to perform as expected.