

Control Panel displays ‘*system trouble*’ message. Press the ‘down arrow ▼’ to reveal the following:

Tamper Alarm “zone name/number” – this particular device is not correctly assembled.

Check fitment of front cover/rear back-plate, Circuit board is correctly seated into locating tabs of the rear back-plate, Screws into the mounting surface are not too tight thus not distorting the rear back-plate. Door/Window contact only - Correct orientation of circuit board to rear back-plate (glass reed-switch must be next to the ridge along the outer edge of the rear back-plate)

Ext/WL Siren only - secure mounting, the rear plunger is fully home/has a flat surface to seat against and is not seated in the gaps between brickwork. Correct wiring/operation of tamper switches internally

Sys. Time Not Set – System time/date not set. Even if time and date are correct you must confirm this by re-setting the time and date ‘*Service>time/date*’

Comm. Trouble Ext/WL Siren – this device has communication trouble with the control panel.

Device only registered 1-way. The 2-way siren can transmit to the control panel but has not yet been setup to receive activation/trigger signals from it.

You need to set the siren into registration mode, press the red ‘transmitter delete’ button on siren then send two ‘*Ext/WL sirens tests*’ from the control panel ‘*Service>Ext/WL Siren Test*’

Media loss “PSTN/GSM”

PSTN: The phone line is not connected or connected correctly - should show around 50v DC across the two centre pins of RJ11 connector into PSTN module or on the two left-hand hardwire terminals. No broadband/ASDL filter fitted (only if broadband internet is on the telephone line)

GSM: The module cannot attain reception with the cellular phone network - fit simcard into a mobile phone and ensure a good strong network signal strength, that telephone calls and SMS text messages can be sent and received, disable any pin code request feature. The simcard must be on a Major network (such as O2, Vodaphone, Orange, T-mobile). Check GSM signal strength is 6 or greater ‘*Service>GSM Signal*’

Supervision loss “device name/number” – this device has lost contact with the control panel.

Check the signal strength of the detector, ensuring it’s 4 or greater ‘*Service>Transmitters>TX List*’ If it is below this number the device is out of range of the control panel or the device’s battery is flat, missing or not correctly fitted. For PSTN/GSM/HA modules, please refer to ‘*Find Modules*’ detailed in chapter 12 of the control panel installation manual.

Out of synch “device name/number” – device is out of synchronisation with control panel.

Execute ‘*TX re-synch*’ ‘*Programming>Devices>TX Re-synch*’ or re-register the device.

Arming system – error tone (5 beeps) - press the ‘down arrow ▼’ on the control panel.

Either a device is in tamper, zone is open (door/window), no registered sensors, system is already armed or no devices have been assigned to that arming mode (full/part/perimeter)

Red Flashing LED – alarm was recently activated, view event log then Arm the system. If LED is steady the system has been armed within the last 2 minutes.

Green Flashing LED – fast is a Mains issue. Slow is a battery lost/low issue. Press ‘down arrow ▼’ for details

No response from keypad – error tone (5 beeps) during each key press – keypad is locked due to incorrect user/installer code entered five times. Please wait 30 minutes from last key press for keypad to reactivate.

PIR’s don’t detect – all wireless PIR’s engage a 4 minute ‘sleep-time’ following each detection. For test purposes you can only attain a detection once in every 4 minute period. This is a battery-saving feature and has no relevance to whether or not the system is armed.

Control Panel dead on mains power-up – ensure 240v AC is connected directly into the terminals on the control panel’s circuit board, not the supplied 12v DC transformer which is for your Wireless Siren.