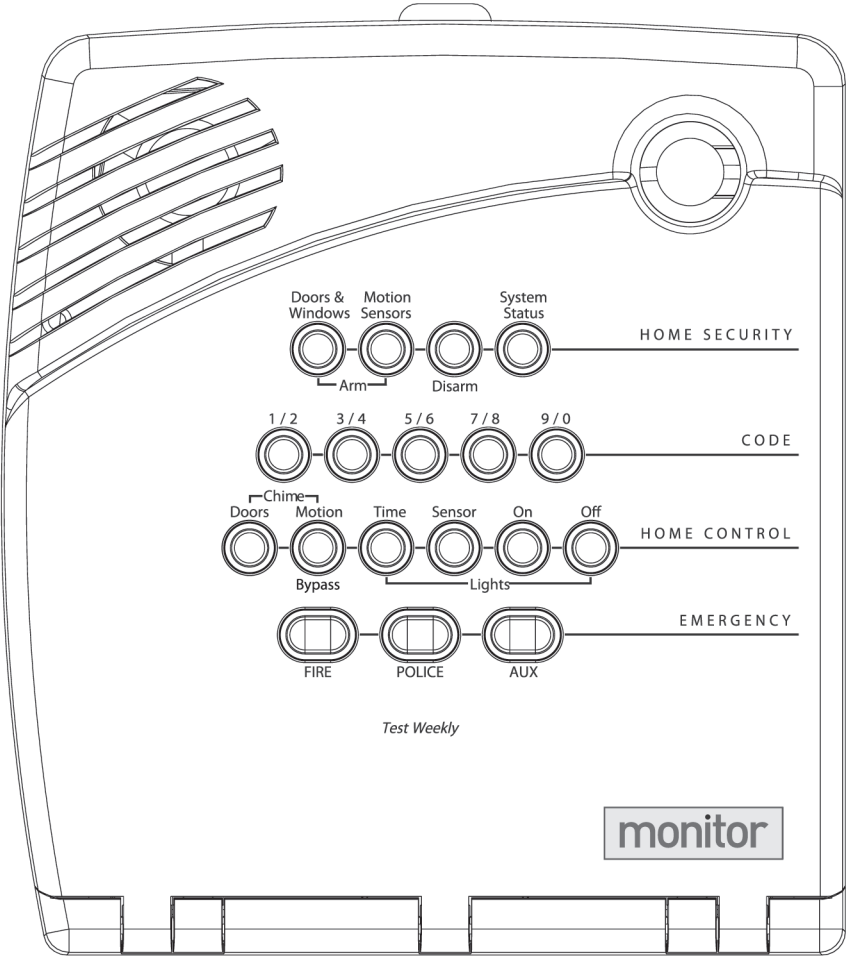


USER GUIDE

version 2.1

monitor



Home Protection System and Monitoring Service

Home Protection System and Monitoring Service

monitor

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YOUR MONITOR SYSTEM

Your **monitor** system uses wireless technology to warn you and your family about intrusion and fire, it communicates with our monitoring centre and will send alert messages to you and your nominated contacts via phone, text or email.

It has devices called sensors and detectors that use radio waves to communicate alarms to the Control Panel. It is a supervised system, meaning that the panel checks the status of each sensor and detector and it will report any problems to the monitoring centre, in addition to highlighting problems with beeps and indicator lights on the panel itself.

This User Guide describes how to get the best out of your system and the monitoring service. It will guide you through basic arming and disarming commands, programming instructions and how to customise the monitoring service to suit your needs.



- **Control Panel**

The Control Panel is used to operate and program your system. It communicates to you using digital voice messages, beeps and by lighting or flashing buttons. The panel communicates with our monitoring centre to notify you and your nominated contacts of events at home.

- **Remote Control Keychain**

This is used to arm and disarm the system from within your home or nearby.

- **Motion Sensors (x2)**

Indoor Pet Immune Motion Sensors detect movement in a protected indoor area and respond by sounding an alarm (or a chime, if specified). The sensor is designed for use with pets that have a combined weight of less than 18kg (40lbs) to help avoid false alarms. The sensor should be located where your pets cannot get within 2m of the sensor.

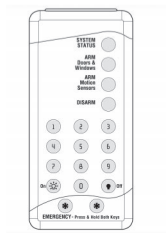
- **Smoke Detector**

The smoke detector has a built in siren that sounds when smoke or a significant rise in temperature is detected.

OPTIONAL ACCESSORIES AVAILABLE

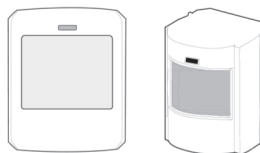
- **Remote Handheld Touchpad**

This can be used to control your system remotely from within the home. The Touchpad is ideal for location near your main point of exit and entry, if your control panel is installed in a less accessible position.



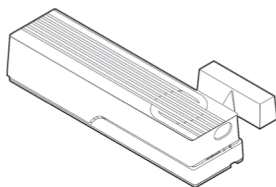
- **Motion Sensor**

You can purchase motion sensors to protect additional areas. The sensor can be programmed to provide either intruder protection or special chime function to let you know that someone has passed by it.



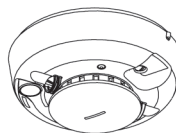
- **Door / Window Sensors**

These sensors can be installed to detect the opening of a door or window for added security.



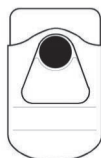
- **Smoke Detector**

The smoke detector has a built in siren that sounds when smoke or a significant rise in temperature is detected.



- **Panic Button**

The water resistant panic button can be used in an emergency to notify the nominated contacts.



- **Remote Control Keychain**

This is used to arm and disarm the system from within your home or nearby.



These accessories can be ordered by visiting
www.myhomemonitor.co.uk
or calling 0845 071 1007

USING YOUR MONITOR SYSTEM

Sending commands or instructions to your system can be done through the control panel, remote control keychain, telephone or handheld touchpad.

Note - Your control panel is programmed with a default Master Access Code 1234 which you should change to a code that you will remember and keep a record of in a safe place. This Master Access Code is used to disarm the system and when you are carrying out any programming changes.

Control Panel

You can enter commands by simple key presses on the panel. Depending on how your system is programmed, you may need to enter your access code for certain commands.

Remote Control Keychain

The keychain is handy for simple arming and disarming. They are portable and can be carried off-site in a purse, pocket or on a key-ring.

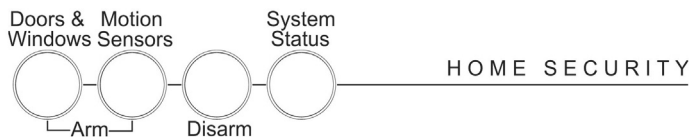
Telephone

Touchtone telephones can be used to communicate with your system while you are away from home. This is particularly useful if you have forgotten to arm your system before leaving home.

Remote Handheld Touchpad (available as an optional accessory)

This touchpad gives you the option to enter commands from any room in your home. You can enter commands through simple key presses on the touchpad. A remote touchpad can be located near your main point of entry or exit, if your control panel is less accessible.

CONTROL PANEL - HOME SECURITY



Arm

Turns on intrusion and burglary protection for your system. You can arm motion sensors and/or door/window sensors (if fitted) or both depending on the buttons you press.

- **To Arm Motion Sensors**
 - Press **Arm Motion Sensors** button once.
 - Panel announces, *Motions on*.
 - **Arm Motion Sensors** light will be lit and the exit delay will begin.
- **To Arm Doors and Windows**
 - Close all doors and windows.
 - Press **Arm Doors & Windows** button.
 - Panel announces, *Doors and Windows on*.
 - **Arm Doors & Windows** light will be lit and the exit delay will begin.
 - Press twice to eliminate the pre-programmed entry delay.

Exit Delay

Exit Delay is the amount of time the system gives you to leave the property before the system is armed. When you arm you will hear beeps during the exit delay.

Your Exit Delay is set for **45** seconds.

Disarm

Turn off intrusion and burglary protection for your system. Only intrusion and burglary sensors such as motion sensors and door/window sensors (if fitted) are disarmed. Environmental sensors, such as smoke detectors stay active at all times.

- **Disarming Your System**

- Upon entering your home the entry delay will begin.
- Status beeps will sound.
- Enter your access code using the **Code** buttons.
- Panel announces, *System disarmed*.
- **Disarm** light will be lit.

Entry Delay

Entry Delay is the amount of time the system gives you to disarm the system after entering the home. When you enter your home you will hear beeps during the entry delay.

Your Entry Delay is set for **20** seconds.

Note: The default exit and entry delay times are designed for most situations. However if you feel the delay times are not appropriate for you, please call 0845 071 1007 and our Customer Services team will arrange for this to be changed for you.

System Status

Press to hear information about your system. If the button is lit, there is a problem with the system. If the button is blinking, an alarm has occurred. Press the button to hear what is wrong with the system. Press Disarm after you have heard the alarm message or cleared the fault to turn this warning light off.

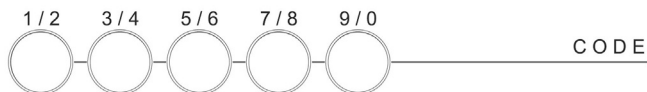
Sub-disarm

You can add additional accessories to your system that will allow you to protect specific areas 24 hours a day even when the system is not armed (such as safes or jewellery boxes). You must sub-disarm the panel before accessing these areas to avoid causing an alarm. Smoke detectors stay active at all times.

- **To Sub-disarm Your System**

- Enter your Master Access Code while the system is disarmed.
- Panel announces, *System disarmed*.
- **Disarm** button light blinks and the system is sub-disarmed.
- When you've finished accessing the protected areas, press the **Disarm** button again. Panel announces, *System disarmed*.
- **Disarm** button light stops blinking. System is in Disarm mode.

CONTROL PANEL - CODE



There are 5 **CODE** buttons located in the second row of the panel. Each button represents 2 numbers. The left **CODE** button is **1/2**, which means that this button is pressed when entering either 1 or 2. For example, if your access code is **1234** you must press the **1/2** button twice and the **3/4** button twice to enter that access code.

Your system is programmed with a default Master Access Code 1234 which you should change to a code that you will remember and then keep a record of in a safe place. This Master Access Code is used to disarm the system and is required when you are carrying out any programming changes such as setting the clock.

You can allocate up to 5 other access codes that will disarm the system but will not allow any programming changes. You can give these codes to family members, trusted friends or neighbours. They can be changed at any time.

You can send a silent panic message to the monitoring centre using a Silent Panic Access Code on the control panel.

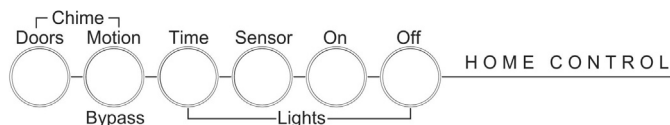
For more information on programming Access Codes refer to the 'Programming Your System' section on page 17.

Note: You will get 10 chances to enter your code and then any further error will cause a system access alarm. The alarm locks all touchpads, except keychains, for 90 seconds.



If you enter your home and you hear alarm sirens, an intruder may be inside or another emergency may have occurred. Leave immediately and call for help.

CONTROL PANEL - HOME CONTROL (Some functions are not available)



The Home Control buttons are used to monitor activity within and around the home. They are not used for intrusion protection. If any of the Home Control buttons are pressed and a sensor or module is not associated (or programmed) with this feature the panel will announce, *Function not available*.

Chime Doors (only if a Chime door/window sensor is installed)

Chime Doors is used to signal or chime when a protected door is opened while the system is disarmed. The panel will announce the door that has been tripped and will chime twice. This is a good feature to use if you're busy in one part of your home and you want to know when family members are going in and out of your home.

- **Turn Chime Doors on:**
 - System must be disarmed. Press **Chime Doors** button.
 - Panel will announce, *Chime on*.
 - **Chime Doors** button will be lit.
- **Turn Chime Doors off:**
 - Press **Chime Doors** button.
 - Panel will announce, *Chime off*.
 - **Chime Doors** button no longer lit.

Chime Motion (only if a Chime motion sensor is installed)

This is used to detect movement within a specific area. These Motion Sensors are not used for intrusion protection. The panel will chime three times and announce the sensor that has been tripped. Use the same panel procedures as Chime Doors, except, with the Chime Motion button. You would use this feature if you have Motion Sensors located in areas such as the front door or hall area and you want to know when someone is approaching. Remember that motion sensors can be set for intruder protection or chime, but not both.

Note: If there are no Chime Motion Sensors in your system, the Chime Motion button can be used for Direct Bypassing (see below).

Bypass

This enables you to bypass certain sensors whilst the system is armed. This allows you to disable a sensor while the system is armed in an area where you expect movement, perhaps from a large pet.

- **Direct Bypassing**

- Arm system, press the **Bypass** button until you reach the sensor you wish to bypass
- Enter Master Access Code

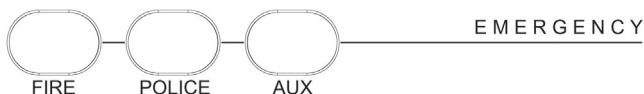
Silent Exit

This feature silences the panel beeps that accompany the exit delay (see Panel Beeps section on page 12). Press **Chime Doors** after you arm the system to silence panel beeps. The panel will still beep at the beginning and end of the exit delay.

Note: Enabling Silent Exit doubles the Exit Delay Time.

- **Time Activated Lights** – function not available
- **Sensor Activated Lights** – function not available
- **All Lights On and Off** – functions not available

CONTROL PANEL - EMERGENCY



If you press the **FIRE, POLICE** or **AUX buttons** for 2 seconds (or press twice quickly) a signal is sent to the monitoring centre to notify an emergency or panic call for help. The siren in the control panel will sound and the notification process will start by contacting your nominated contacts in the order you specified, in addition a text message will be sent simultaneously to all contacts you have selected to receive text messages.

The message that will be sent to your nominated contacts from the monitoring centre is as follows.

FIRE - There has been a fire alarm reported.....

POLICE - There has been a Panic alarm reported.....

AUX - There has been a Medical alarm reported.....

Note: The **monitor** system is not directly connected to the Police, Fire or Emergency Services. Instead it puts you and your nominated contacts in control of what happens next and you can choose how to respond to the alert.

REMOTE CONTROL KEYCHAIN



LOCK

Press once to arm doors and windows (only active if you have installed door/window sensors).



LOCK

Press twice to arm doors/windows and motion sensors.



UNLOCK

Press once to disarm the system.



Hold LOCK and UNLOCK

If you press both buttons for 3 seconds a panic signal is sent to the monitoring centre to notify an emergency or panic call for help. The siren in the control panel will sound and the notification process will start by contacting your nominated contacts in the order you specified, in addition a text message will be sent simultaneously to all contacts you have selected to receive text messages. If the panic signal is initiated from a Remote Control keychain this signal can only be disarmed by entering an access code on the control panel (or with another Remote Control Keychain).



These functions are not available and will not activate the control panel.

TELEPHONE

This function enables you to communicate with your system remotely by dialling into your control panel using a mobile phone or landline. This is particularly useful if you have forgotten to arm or disarm your system before leaving home - or if you wish to hear the status of your alarm.

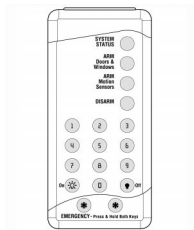
Note: You may have to dial more than once to make contact with your system. If you get an engaged tone, wait 5 minutes and dial again.

- Call your home telephone number that the panel is connected to and let the phone ring once then hang up.
- Wait 10 - 40 seconds and call again.
- The panel will answer on the first ring. The panel will announce "System On".
- Press the * button on your telephone and you will hear "System Activated".
- At this point you may perform the actions listed in the table below.
- CODE refers to the master and access codes programmed into your system.

<i>Panel Function</i>	<i>Phone Command</i>
DISARM	* type CODE, type 1
ARM Doors/Windows (if installed)	* type CODE, type 2
ARM Doors/Windows with No Entry Delay (if installed)	* type CODE, type 2, type 2
ARM Motions	* type CODE, type 3
ARM Doors/Windows and Motions	* type CODE, type 2, type 3
System Status	* type CODE, type #, type 1
Hang Up	* type, CODE, type 9

REMOTE HANDHELD TOUCHPAD (AVAILABLE AS AN OPTIONAL ACCESSORY)

A Touchpad can be used to control the system from any location within or near your home. Communicating with the system using a Remote Handheld Touchpad is similar to using the panel.



- **System Status**
Press **System Status** once to hear information about your system from the panel.
- **ARM Doors & Windows (if installed)**
Press **Arm Doors & Windows** button once to turn the security system protection on for all protected doors and windows. Press twice to eliminate the pre-programmed entry delay.
- **ARM Motion Sensors**
Press **Arm Motion Sensors** button once to turn protection on for all Motion Sensors. Use when no one is at home. This is usually used in combination with ARM Doors & Windows.
- **Disarm**
Press **Disarm** button once and enter your access code using the NUMERIC buttons to turn security protection off.
- **Sub-disarm**
Enter your Master Access Code using the NUMERIC buttons while the system is disarmed. Panel will announce, *system disarmed*. The **Disarm** button on the control panel will begin to blink.
- **Lights - function not available**
- **Emergency**
Press both **EMERGENCY** buttons for 3 seconds to cause the system to call the monitoring centre to report an emergency or panic call. The notification service will contact your nominated contacts in the order you specified and a text message will be sent simultaneously to all contacts you have selected to receive text messages.

HOW YOUR SYSTEM COMMUNICATES WITH YOU

Your system responds to you through the use of panel voice messages, beeps, alarms and panel indicator lights.

- Panel Voice Messages**

When you press the buttons on the panel, remote control keychain or touchpad, the panel responds with voice messages. Panel voice can be enabled or disabled (see Option 2 on page 18).

These messages may be system information or prompt you to take further action. For example, if you want to disarm the system and you press the **DISARM** button, the panel responds by announcing, *“Please enter your access code.”*

If you press a button and the feature has not been programmed, the panel voice will respond with *“Function not available.”*

- Panel Beeps**

Panel beeps are used to indicate key presses, status and problems with the system. They can be enabled or disabled or their volume can be adjusted (see Option 1 on page 18).

Activity	Beep Response
ARM Motions	Exit delay and Entry delay beeps sound 3 times every 5 seconds and 3 times per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound 3 times when you arm and 3 times when the Exit delay expires)
ARM Doors/Windows (if installed)	Exit delay and Entry delay beeps sound twice every 5 seconds and twice per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound twice when you arm and twice when the Exit delay expires)
ARM Doors/Windows and Motions	Exit delay and Entry delay beeps sound 4 times every 5 seconds and 4 times per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound 4 times when you arm and 4 times when the Exit delay expires)
DISARM	1 beep
CHIME DOORS	2 beeps
CHIME SPECIAL MOTION	3 beeps
Trouble Beeps	6 beeps every minute. Press the SYSTEM STATUS button to stop beeps for 4 hours or disable the beeps until the problem is resolved (see Trouble shooting section on pages 22 and 23)

- **Panel Indicator Lights**

Button	<i>When the Button Light is On</i>	<i>When the Button Light Flashes</i>
ARM Motions Sensors	Motion Sensors armed	
ARM Doors & Windows (if installed)	Doors and Windows armed	Doors and Windows armed and No Entry Delay on
Disarm	System disarmed	System sub-disarmed
System Status	System Trouble or Open Sensor	System in alarm
Chime Doors	Opening door/window will cause chime	
Chime Motions	Motion will cause chime	
Time Lights	Not applicable	Not applicable
Sensor Lights	Not Applicable	Not Applicable

See trouble shooting and problem solving guide on pages 22 and 23 for more information.

- **Alarm siren sounds**

The siren makes 3 different alarm sounds on the premises, each indicating a different type of alarm. Sirens are pre-programmed to time-out and stop sounding after around 4 minutes. Use the following table to understand the siren sounds used by the system.

<i>Alarm Type</i>	<i>Siren Sound</i>
Fire	Continuous pattern of 3 siren pulses, then off for 2 seconds
Intrusion	Steady siren
Emergency	Fast on and off

MONITOR ALARM NOTIFICATION SERVICE

Your **monitor** system communicates alarm activation and alert messages to our monitoring centre via your telephone line. The monitoring centre will begin to notify you and your nominated Contacts within seconds of receiving the message from your control panel.

• Contacts

You can nominate up to five Contacts to receive alerts from the monitoring centre and you can choose how they will be notified (telephone, text message or email, or a combination of all three).

Installation of your system requires you to register your control panel at www.myhomemonitor.co.uk. During registration you will be asked to nominate up to 5 Contacts to be notified in the event of an alert. For each Contact you will be asked to select a password and the method(s) of notification. Once you have selected your Contacts and assigned passwords please ensure that you:

- Tell your Contacts that they are a nominated Contact for your **monitor** system
- Inform them of the password they will have to use to respond to an alert
- Explain to them how the system works and what they are expected to do if they receive a notification

• Telephone notification

If you select telephone notification, our automated operator Sally will sequentially call the nominated Contacts confirming exactly what has happened and giving the Contact the opportunity to respond to the alert, e.g. if a motion sensor has been activated, Sally will confirm which sensor has been tripped and the time the event occurred. When a call from Sally is received, the Contact must respond by using their password followed by the # key and will be given three options

- 1) To acknowledge and cancel – Press 1. You do this when you intend to act on the notification.
- 2) To hear the message again – Press 2.
- 3) To acknowledge, cancel and disable all notification – Press 3. You can select a period between 1 and 12 hours to stop the notification service from contacting you. The alarm system will still operate, but the notification service to all contacts will be temporarily cancelled.

You can select up to three telephone numbers for each nominated Contact, these numbers could be a mobile phone, work and home telephone number. It is not compulsory to have three telephone numbers entered for each Contact, however the more numbers available to the monitoring centre, the greater the likelihood of notifying the Contact of an event.

• Text notification

If you enable text notification for any of your Contacts they will all be sent a text message at the same time. This is particularly important if a panic alarm signal is sent from the Emergency buttons on your Control Panel or the Remote Control Keychain. The text message confirms the time and description of what has occurred. If there was more than one event, such as two motion sensors being activated the message ends with +++.

• Email notification

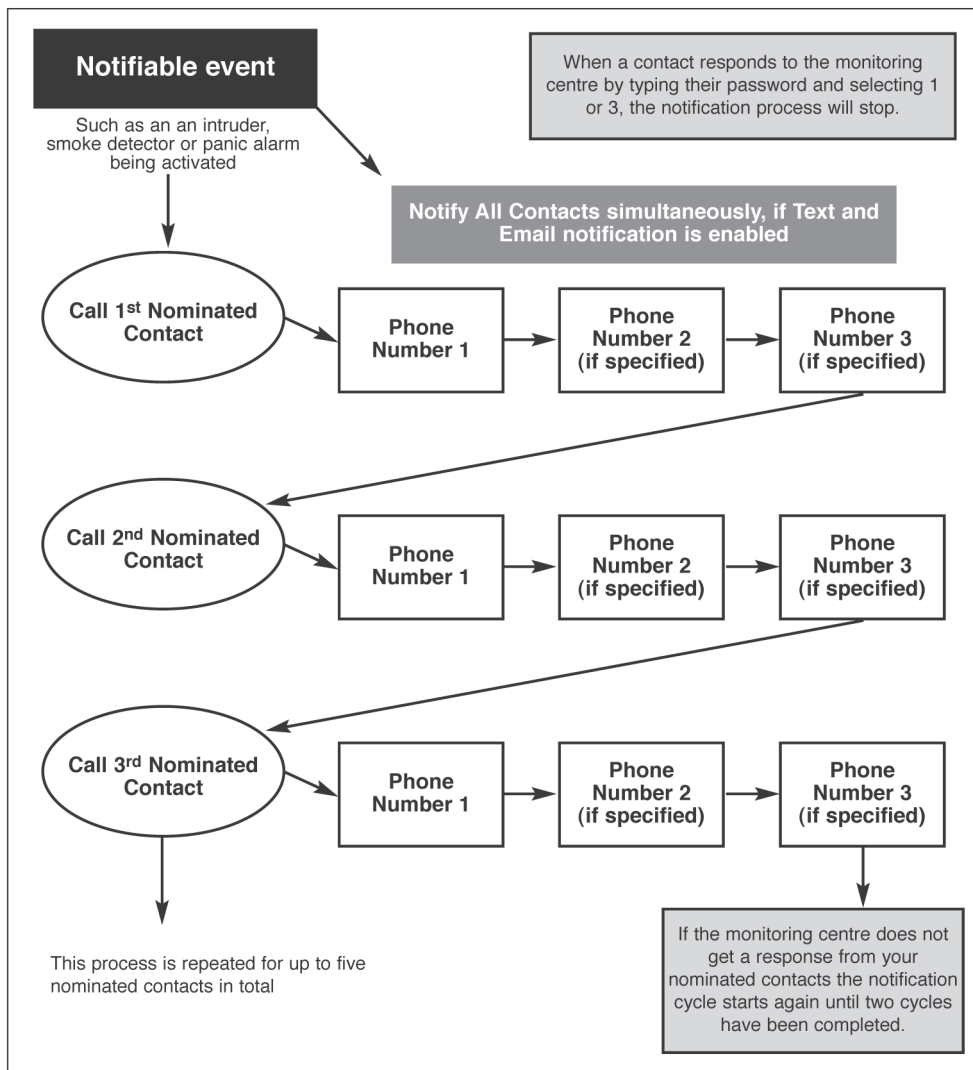
You can choose to be sent an email to confirm each alarm event, the email will confirm what has happened and the time the event took place.

• Alarm signal notification types

The monitoring centre will notify you and your Contacts of the details of the alert such as,

- Intruder alarm – this represents a risk to your home from an intruder. These signals are communicated from the motion sensors and any door and window contacts that have been installed.
- Fire alarm – this represents a risk to your home from fire. These signals are communicated from the smoke detectors.
- Personal threat – this is a panic alarm activated from your control panel, remote control keychain or panic button (if purchased as an optional extra).
- Subsistence signal – these indicate a fault or failure of the system that requires you to take remedial action, such as a low battery or warning of power failure.

The table opposite explains how the notification service works.



• Website

You can use the website at www.myhomemonitor.co.uk to update or review your system settings at any time. You can also view the History section of the website, which logs each event so you can see exactly what happened and when. Just click the (+) button to expand the message to see who the monitoring centre contacted and the order in which the notifications occurred.

You can change the ways you wish your Contacts to be notified by clicking on the symbol for phone, text or envelope. The order you wish your Contacts to be notified can be easily changed by clicking the red arrow. To add, edit or delete a Contact, just use the Add Contact button or the appropriate icons next to each Contact. You'll need to disable all notification methods before deleting a Contact.

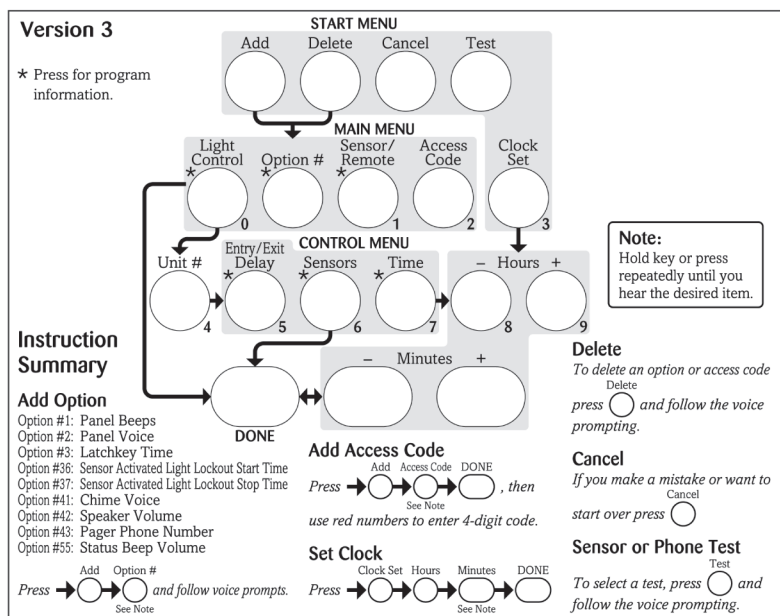
To stop a Contact from logging into your on-line account, click the green tick beside the Contact and it will change to a red cross. If you wish your Contact to have access to your account on the website you will have to provide them with your User ID.

PROGRAMMING YOUR SYSTEM

Open the Panel Cover by pressing the plastic latch on the top of the panel. The label underneath provides instructions designed to make system programming easier for you. Follow the prompts and flow arrows to complete the desired task.

You will immediately be prompted by the panel voice to use the numbered keys to enter your ID, you must enter your Master Access Code to enable programming.

Note: The Master Access Code is 1234 when the panel is delivered to you. You should change your Master Access Code after your system is installed to a number that you and your family will remember (see Access Codes section on page 17).



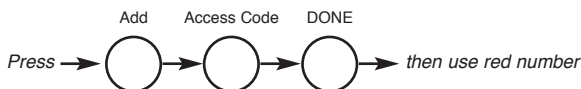
• SET THE CLOCK

If the panel loses power, the clock must be reset. The clock is set in 12 hour mode, giving you AM and PM options.

- Open the panel cover. Panel announces, *Use numbered keys to enter ID.*
- Enter the Master Access Code. Panel announces, *Please select from Start Menu.*
- Press **Clock Set** from the Start Menu. Panel announces, *Time is ****, to change press hours and minutes, then press done.*
- Follow the arrow from the **Clock Set** button to the **Hours** keys.
- Press the **Hours** +/- keys and listen to the voice prompts. Stop when panel voice announces the correct hour.
- Press the **Minutes** +/- keys and listen to the voice prompts. Stop when the panel announces the correct minutes.
- Press **Done**. The panel will announce the set time.
- Close the cover.

- **ACCESS CODES**

Add Access Code



Your security system has a Master Access Code and access codes 1 to 5 can also be used for arming and disarming the panel. The Master Access Code will allow you to disarm and program your system. Access codes 1 to 5 are generally used for other members of the family, trusted friends or neighbours.

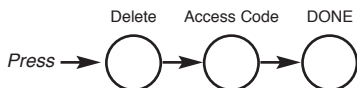
IMPORTANT: Because different codes can be entered using the same button presses, you have to use caution when programming different codes. You need to ensure that one access code does not use the same button presses as other access codes. For example, if the master code is 1234, do not program another code to be 2244 as the panel would interpret these numbers to be the same code.

- **ADD OR CHANGE AN ACCESS CODE:**

- **Open the cover** of the panel.
- The panel voice prompts you to *Use numbered keys to enter ID. Enter your Master Access Code* using the numbered keys.
- The panel voice prompts you to *Please select from START MENU. Press the Add button* on the START MENU.
- The panel voice prompts you to *Select from MAIN MENU. Press the Access Code button* on the MAIN MENU.
- The panel voice responds with *Master Access Code, press again for next access code, DONE to select or press CANCEL to quit.* Press the access code button again to hear the next access code. When you hear the access code you wish to change **press the DONE Button.**
- **Enter 4 new numbers** using the numbered keys.
- **Close the panel cover.**

Note The last Access Code option is Panic Access Code. If you select this option, it enables you to send a silent emergency signal to the monitoring centre using the keypad on the control panel.

- **DELETE AN ACCESS CODE:**



- **Open the cover** of the panel.
- The panel voice prompts you to *Use numbered keys to enter ID. Enter your Master Access Code* using the numbered keys.
- The panel voice prompts you to *Please select from START MENU. Press the Delete button* on the START MENU.
- The panel voice prompts you to *Select from MAIN MENU. Press the Access Code button* on the MAIN MENU.
- The panel voice responds with *Access Code 1, press again for next access code, DONE to select or press CANCEL to quit.* Press the access code button again to hear the next access code. When you hear the access code you wish to delete, **press the DONE Button.** The panel voice responds with *Access Code 'X' deleted.*
- **Close the panel cover.**

PROGRAMMING OPTIONS

The following table is a list of options you can change.

<i>Option #</i>	<i>Add</i>	<i>Delete</i>
01 - Panel Beeps	On	Off
02 - Panel Voice	On	Off
03 – Latchkey Time	Not available	Not available
36 and 37 – Sensor light lock out times	Not available	Not available
41 – Chime Voice	On	Off
42 – Speaker Volume	1-8	8 (highest)
43 – Pager Phone Number	Not available	Not available
55 – Status Beep Volume	1-10	5

Press **Add** in the **START MENU** and follow the voice prompts to turn an option on.

Press **Delete** in the **START MENU** to turn an option off.

When entering a single digit option number (1-9), you must type a zero before the number (i.e. 01, 02 ...). All option numbers must be 2 digits.

• OPTION 01- PANEL BEEPS

Add this option to enable panel beeps. These are any beeps (including chime beeps) that come from the panel. See "Panel Beeps".

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Add** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select*
5. Press **DONE**. Panel announces, *Option 1 is on.*

Delete turns off panel beeps.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Delete** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **DONE**. Panel announces, *Option 1 deleted.*

• OPTION 02 - PANEL VOICE

Panel Voice may be disabled, except for status messages, open sensor responses, and when in program mode.

Add enables the panel voice.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Add** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **02**. Panel announces, *Option 2, press again for next option or done to select.*
6. Press **DONE**. Panel announces, *Option 2 is on.*

Delete disables the panel voice.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Delete** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **02**. Panel announces, *Option 2 press again for next option or done to select.*
6. Press **DONE**. Panel announces, *Option 2 deleted.*

• **OPTION 41- CHIME VOICE (applies only to optional accessories)**

If you have installed additional sensors with the chime facility, the panel can be programmed to verbally announce which chime sensor has been tripped if the chime feature is on.

Add enables chime voice.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Add** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **41**. Panel announces, *Option 41, press again for next option or done to select.*
6. Press **DONE**. Panel announces, *Option 41 is on.*

Delete disables chime voice. The panel will not announce which chime sensor has been tripped but will still chime 2 times for doors and 3 times for motion sensors when a given sensor is tripped.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Delete** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **41**. Panel announces, *Option 41, press again for next option or done to delete.*
6. Press **DONE**. Panel announces, *Option 41 deleted.*

• **OPTION 42- SPEAKER LEVEL**

You can adjust the speaker level if you believe the digital voice is too loud. When this option is turned on you can set the panel speaker level from 1 (the lowest voice level) to 8 (the highest voice level). When you turn this option off, the speaker level is set to the default level of 8 (the highest voice level).

Add allows you to set the speaker level from 1-8.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Add** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **42**. Panel announces, *Option 42, press again for next option or use numbered keys to enter option.*
6. Enter the voice level (1-8) with the numbered keys.
7. Panel announces the speaker level that has been selected.

Delete sets the speaker level to 8 (the highest voice level).

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Delete** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **42**. Panel announces, *Option 42, press again for next option or done to delete.*
6. Press **DONE**. Panel announces, *Option 42 deleted.*

• OPTION 55- PANEL BEEP VOLUME

You can adjust the level of the system's arming beeps, trouble beeps and panel beeps if you believe they are too loud. **Add** allows you to set the volume for the system's beeps. The lowest volume setting is 1, the highest is 10.

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Master Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Add** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **55**. Panel announces, *Option 55, press again for next option or done to select.*
6. Use the numbered keys to enter the desired volume setting (01-10).
7. Press **DONE**.

Delete sets the volume of status sounds to the default setting (7).

1. Open panel cover. Panel announces, *Use numbered keys to enter ID.*
2. Enter Access Code using the numbered keys. Panel announces, *Please select from Start Menu.*
3. Press **Delete** from the Start menu. Panel announces, *Select from main menu.*
4. Press **Option #**. Panel announces, *Option 1, press again for next option or done to select.*
5. Press **55**.
6. Press **DONE**.

ADDITIONAL ADVICE FOR LOCATING AND MAINTAINING YOUR SENSORS

• MOTION SENSORS

Motion sensors detect movement by sensing the infrared energy which comes off a body as it moves across the sensor's field of vision, the sensor transmits an alarm signal to the control panel. It is designed to be 'pet friendly' to help reduce false alarms from most pets. They are designed for indoor use only and are best located in areas where an intruder would have to pass through to gain access to your valuables, such as a hall or living room.

The wireless motion sensor has the following features:



- Pet sensitive lens to help reduce false alarms from pets up to 18kg (40lbs)
- They can protect an area up to 11m by 12m
- Three minute transmitter lock out time to help extend battery life
- Reports a low battery warning to the control panel before they lose power
- Replacement AA batteries are widely available

Installation Guidelines

1. Locate sensors within 30m (100 ft) of the control panel for best performance.
2. The recommended mounting height is 2.3m (7½ ft) but the sensor can be mounted from 1.5m to 2.4m (5 to 8ft) high in the corner of the area you want to protect. The higher mounting position provides better range (up to 11m or 35ft).
3. Position the sensor to protect an area where an intruder would be most likely to walk across the sensor's field of vision.
4. Mount the motion sensor on a rigid surface which is free from vibrations.
5. Position the sensor so it faces a solid reference point, like an internal wall.
6. Do not aim the sensor at windows, fireplaces, air conditioners, heaters, forced air heating vents, or place in direct sunlight. Sudden changes in temperature may trigger a false alarm.

7. Do not mount the sensor near metal ductwork or other large metallic surfaces which may affect the Radio Frequency signals.
8. Mount the sensor permanently on a flat wall or in a corner using the fixings provided. Do not place it on a shelf.
9. Ideally windows should be closed in any area which has an armed motion sensor.

Maintenance

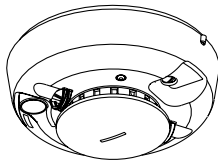
At least once a year, the range and coverage of your motion sensors should be checked to ensure proper operation.

Replacing Batteries

When battery replacement is necessary, observe proper polarity (as shown in the battery compartment) when installing the new battery or the sensor may be damaged. As you look at the battery compartments with the sensor facing forward, on the left side the positive (+) side is down and on the right side the positive (+) end is up. When the battery is replaced, wait at least 3 minutes after installing the new battery before activating the walk test mode.

• SMOKE DETECTORS

Your smoke detector is active 24 hours a day, even if your system is disarmed. It will trigger the alarm if smoke or a significant rise in temperature is detected. It contains long life batteries and will warn you before they need replacing.



The wireless smoke detector has the following features:

- Self-diagnostics to monitor the detector's sensitivity and operational status
- Tamper switch to communicate to the control panel when the detector is removed from the mounting base
- Integrated temperature and rate-of-rise heat sensor trips the detector when high temperature is detected or a rapidly rising temperature
- Low current draw increases battery life

Installation Guidelines

The major threat from fire at home occurs at night when everyone is asleep. The principal threat to people in bedrooms comes from fires elsewhere in the property. Therefore, a smoke detector is best located between the bedroom areas and the rest of the home.

- If you chose to locate the detector on the ceiling, install it in the centre of the room or hallway at least 10cm (4 inches) away from any walls or partitions.
- In rooms with sloped, peaked or gabled ceilings, locate detectors 0.9 m (3 feet) down or away from the highest point of the ceiling.
- If you chose to locate the detector on a wall, install it so the top of the alarm is 10 to 31cm (4 to 12 inches) below the ceiling.
- Locate alarms away from ventilation sources that can prevent smoke from reaching the alarm.

Important: Smoke detectors may not work under all conditions, they cannot provide total protection of life or property and are not a substitute for adequate insurance.

Note: Use the red plastic cover that was supplied with your smoke detector to protect it while you are decorating.

Maintenance

Clean the alarm cover with a dry or damp cloth as needed to keep it free from dust and dirt. When necessary, clean the alarm interior and optical chamber as follows:

1. Remove the detector from its mounting base.
2. Remove the batteries.
3. Slide a small flat-blade screwdriver into the slot on the alarm cap and gently push the handle down to pry the alarm cap off.
4. Squeeze the black optical chamber's cover (where indicated) and pull it up and away from the detector base.
5. Blow out or use a soft-bristled brush to remove all dust and dirt from the optical chamber's base.
6. Clean the black optical chamber's cover and snap into place, both sides of the cover should click into place.
7. Replace the alarm cap by twisting into place.
8. Replace the batteries observing correct polarity (see below).
9. Attach the alarm to its mounting base.
10. Test the detector's sensitivity. You should regularly test your smoke detector to ensure correct operation.

Replacing Batteries

Use only 3V lithium batteries (Duracell 123, Panasonic CR123A or Sanyo CR123A).

1. Remove the detector from the mounting base by turning it anti-clockwise.
2. Slide the battery compartment cover to unsnap it and lift off the cover.
3. Remove the batteries and dispose of them properly.
4. Observing correct polarity, insert two new 3V lithium batteries into the battery compartment and replace the cover.
5. Attach the detector to the mounting base by aligning the alignment tab on the detector and the alignment arrow on the mounting base. Turn it clockwise about 2cm and it should click into place.
6. Test the system.

Note: You will be unable to connect the detector to the mounting base without batteries installed. Do not attempt this as the detector will be damaged in the process.

TROUBLESHOOTING AND PROBLEM SOLVING GUIDE

Your **monitor** system will automatically test itself and report to the monitoring centre for the following faults:

- Power failures
- Low batteries
- Faulty sensors
- Communication troubles with the monitoring centre

When your **monitor** system detects a problem, it sounds 6 trouble beeps every minute, until the problem is corrected. If your System Status light is lit, press the System Status button and the panel will tell you what is wrong with the system. If the problem has been rectified, press the disarm button and the System Status light will go out unless the problem remains.

Silencing Trouble Beeps: To stop the trouble beeps, press the **SYSTEM STATUS** button or arm/disarm the system while the trouble condition exists. Trouble beeps will begin 4 hours later, unless the problem has been corrected. If you wish to silence the beeps, you can do this using Option 01 (see page 18).

Remember your alarm system may not operate correctly if you do not rectify a fault condition.

• **AC Power Supply Failure**

This condition occurs if your **monitor** system has been accidentally unplugged or if there has been an interruption to your power supply. The rechargeable backup battery will take over. If power is not restored the panel will go dark and alert you with trouble beeps. If the power supply is not restored within 30 minutes the system will call the monitoring centre. The backup battery, if fully charged, will last for 18 – 24 hours, depending on the load applied to the panel.

If you receive a *power failure* message

- If it is a switched socket, make sure the socket is switched on.
- Test the power socket with another appliance (such as a table lamp) to ensure that it is working correctly.
- Unplug the power pack transformer before checking the electrical connection inside the panel. Check that the power pack transformer is connected correctly in the control panel (refer to your Quick Start Guide for instructions on how to open the back of the control panel).

- **Low Battery**

This condition occurs if the emergency backup battery is failing or is not fully charged after installation. If your power supply is not working, your security system will shut down once the battery has failed.

- Check that the power supply is correctly connected to the control panel and a power socket (see above)
- Check that the battery is connected correctly in the control panel (refer to your Quick Start Guide for instructions on how to open the back of the control panel). The positive (+) cable is red and the negative (-) cable is black, check that they are correctly connected.
- If the condition does not clear after power has been restored and 24 hours have passed the battery may need to be replaced, call the customer service team on 0845 071 1007.

- **Sensor or Detector Failure**

This condition occurs if a sensor or detector is not communicating with the panel.

- Check that the sensor has not become dislodged or damaged.
- Check that the batteries have power and are correctly inserted.
- Perform sensor tests to check the strength of the sensor signal (see page 24).
- It may be necessary for you to call the customer service team on 0845 071 1007.

- **Sensor Low Battery**

This condition occurs if a system sensor has a low battery. The sensor may still be communicating with the panel. For details of the replacement batteries required for your sensors, refer to the Battery Requirements section on page 28.

- **Failure-To-Communicate**

This condition occurs if your system cannot communicate with the monitoring centre. Press the **System Status** button to hear the trouble message.

- Check that the control panel is correctly connected to your telephone socket.
- Check that the phone line is functioning by unplugging the panel and connecting a phone – if you get a dialling tone and are able to dial a number it is working. If not you will need to contact your telephone services provider.
- If your phone line is functioning correctly and the control panel is connected to the phone socket then it may be necessary for you to call the customer service team on 0845 071 1007.

- **Sensor Open**

This condition occurs if a door or window is open; a system sensor has been disturbed and not reset properly. For example, a Door/Window Sensor magnet may have been removed from the sensor. Your system will indicate this condition to you by responding with the *Sensor # Name open*. Correct the problem by resetting the sensor. If this condition continues, call the customer service team on 0845 071 1007.

- **Option 50 Detected**

The panel receiver may be experiencing some radio-wave interference. The system will call to notify the monitoring centre about this problem. If this condition continues, call the customer service team on 0845 071 1007.

- **System Access Alarm**

The panel cover was opened while the system was armed. The system will call the monitoring centre to report a tamper alarm.

- **Smoke detector problems**

The following describes how the smoke detector indicates a fault condition. All faults should be rectified as soon as possible.

- The LED stops working (no flashing or turning on) if the detector's sensitivity is not within the normal working range, or if an unserviceable hardware fault is detected. Carry out sensitivity test (see page 25) and follow the instructions in the Action Required section.
- The alarm stops transmitting supervisory signals to the control panel if the alarm has an unserviceable hardware fault or is not sensitive enough, causing the panel to indicate the detector is in a supervisory condition. However, the detector can still transmit alarm signals. Carry out sensitivity test and follow the instructions in the Action Required section.
- The alarm transmits a trouble (Clean Me) signal when the alarm is too sensitive. Carry out sensitivity test and follow the instructions in the Action Required section.
- When the battery voltage gets low, the alarm transmits a low battery signal to the control panel and it indicates trouble beeps. If the batteries are not replaced within seven days, the alarm's built-in sounder emits a short beep or chirp every 45 seconds. Alarm chirps can be silenced for 24 hours by pressing the detector's test/silence button. Batteries should be replaced as soon as possible.

Note: To clear the System Status light

Press the **SYSTEM STATUS** button, listen to the status message, then disarm the system to clear system status. If the trouble condition was a low system battery, perform a sensor test. The **SYSTEM STATUS** button should turn off if all problems have been corrected.

TESTING YOUR SYSTEM

As an added safeguard, there are system tests you should do on a regular basis. It is recommended that you test your system regularly to ensure correct operation.

- **Walk test of the motion sensors**

A walk test should be carried out to determine the sensor's actual coverage area. Walk in front of the sensor when LED flashes, this indicates the edge of the coverage area. Repeat the walk test from the opposite direction.

Note: In normal operation the LED does not flash to indicate that it has been triggered.

1. Remove the sensor body from the mounting bracket, activate the tamper switch and then remount the sensor to activate the 60 second walk test mode.
2. Each activation extends the walk test mode for an additional 60 seconds. After 60 seconds without movement the walk test mode and the LED will no longer activate when motion is detected.

Note: Excessive use of the walk test mode may reduce battery life. Use during initial setup and maintenance testing only.

When the walk test mode has ended, an alarm can be transmitted only after 3 minutes have passed since the previous activation. This 3 minute lockout time reduces unnecessary RF transmissions thereby extending battery life.

- **Testing Your Sensor's Signal Strength**

You can test sensors one at a time to make sure they are sending strong signals to the panel. You should test the security system regularly.

- **To perform the sensor test:**

1. Open the panel Cover.
2. Enter the Master Access Code.
3. Press the **Test** button once. The panel will announce *Sensor Test*.
4. Press the **DONE** button.
5. The panel will voice prompt you with a list of your programmed sensors that you need to test. The panel will start with sensor 1 and announce *Test sensor 1, sensor name*.

- When you trip a sensor and it communicates successfully it will be removed from the list. You may trip the sensors in any order. After all sensors have been successfully tested, the panel will announce *Sensor test complete, press DONE. Press DONE.* The panel will announce *Sensor test ok.*

If any of the sensors did not test successfully and you want to terminate the test, **press DONE or Cancel.** The panel will announce *Sensor test cancelled or failure.* If a sensor test fails, call the customer service team on 0845 071 1007.

- Smoke Detector Test**

The smoke test verifies that the detector activates when it senses smoke. It checks that the transmitted signal is received by the control panel and an alarm report is sent to the monitoring centre. This smoke test should be performed annually.

- Activate the alarm by holding a smouldering match close to the alarm and direct the smoke into the smoke entry openings for about 20 seconds.
- Once activated, the transmitter LED turns on, the built-in sounder emits an alert sound, and the detector transmits an alarm signal. The control panel then processes the alarm signal and reports to the monitoring centre.
- Press the detector's test/silence button to stop the built-in sounder. The alarm automatically resets when smoke is no longer present and the LED should turn off and return to normal operation (one flash every 8 seconds).

- Smoke Detector Sensitivity Test**

Use this test to check the detector's sensitivity or if you are problem solving.

Press and hold the detector's test/silence button for two seconds, then release it. The alarm transmits a test signal and then performs a self-test that causes the LED to flash 1 to 9 times.

Count the number of LED flashes, then use the following table to determine if any action is necessary.

No. of flashes	Indication	Action required
0 - 1	Hardware fault, smoke detector is not working	Reset detector and re-run sensitivity test. If the error persists the detector must be replaced.
2 - 3	Detector is becoming insensitive	Clean the unit. Reset the unit and re-run the sensitivity test. If the error persists the detector must be replaced.
4 - 7	Detector is within normal working range	No action required.
8 - 9	Detector is becoming too sensitive and needs cleaning	The alarm interior and optical chamber in the smoke detector needs to be cleaned. Follow the maintenance instructions on page 22 and re-run the sensitivity test.

- Testing Communication with the monitoring centre**

Communication between your system, the monitoring centre and the nominated contact numbers you have chosen should be tested regularly to make sure you have an active telephone connection.

To perform a phone test:

- Open the panel cover.
- Enter the Master Access Code.
- Press the **Test** button twice. The panel will announce *Phone test, press again to change or done to select.*
- Press the **DONE** button.

The panel will announce *Phone test is on.* If the test is successful the panel will announce *Phone test ok* within 3 minutes. If the test is unsuccessful, the **SYSTEM STATUS** button will light and within 10 minutes the panel will announce *Phone communication failure.* If a phone test fails, call your telephone services provider as the problem could be caused by a fault on your telephone line.

CANCELLING AND PREVENTING ACCIDENTAL ALARMS

One of the biggest concerns you might have regarding your security system, is causing an accidental alarm. Most accidental alarms occur when leaving the property after arming the system or before disarming the system upon your return.

- ***Cancelling Accidental Alarms***

The monitoring centre will delay the notification process for 20 seconds after it receives an alarm activation signal from a motion sensor. This gives you time to cancel the alert if you triggered the alarm by accident. Just enter your access code within 20 seconds to stop your nominated contacts being notified by the monitoring centre.

- ***Guidelines for Preventing Accidental Alarms***

The following guidelines will go a long way toward preventing accidental alarms;

- Close doors and windows before you leave your property
- Gather your belongings, so you can exit immediately after arming the system
- Always enter and exit within the programmed delay times
- Disarm your system immediately upon returning home
- Be aware of the devices in your security system and learn how each one operates
- If you have pets, ensure that they cannot get within 2m of the motion sensors
- Check the location of your smoke detectors. If they are located near bathrooms and kitchens, they could be tripped by steam or smoke from cooking

PLANNING FOR EMERGENCIES

Emergency Planning

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

- Understand how to use your security system.
- Know the normal state of doors and windows; open, closed, or locked.
- Escape fast! - do not stop to pack.
- Use a different escape route if closed doors feel hot to the touch.
- Crawl and hold your breath as much as possible to help reduce smoke inhalation during your escape.
- Emphasise that no one should return to the premises if there is a fire or if the siren is sounding.
- Notify the Fire Services from a neighbour's phone or use a mobile phone.
- If you arrive at the premises and hear sirens, do not enter. Call for emergency assistance using a friend or neighbour's phone.

ALARM SYSTEM LIMITATIONS

Not even the most advanced alarm system can guarantee protection against burglary or fire problems. All alarm systems are subject to possible compromise or failure-to-warn for a variety of reasons.

- If control panel is not placed within hearing range of persons sleeping, in remote parts of the premises, or if they are placed behind doors or other obstacles.
- If intruders gain access through unprotected points of entry or areas where sensors have been bypassed.
- If intruders have the technical means of bypassing, jamming or disconnecting all or part of the system.

- If power to sensors is inadequate or disconnected.
- If smoke does not reach a Smoke Detector. For example, Smoke Detectors cannot detect smoke in chimneys, walls, roofs, or smoke blocked by a closed door. Detectors may not detect smoke in other levels of the building. They may not warn in time when fires are caused by smoking in bed, explosions, improper storage of flammables, overloaded electrical circuits or other hazardous conditions.
- If a telephone line is out of service, the panel cannot communicate with the monitoring centre.

Inadequate maintenance is the most common cause of alarm failure. Therefore, test your system regularly to ensure sensors, detectors and phone communications are all working correctly. Although having an alarm system may make you eligible for reduced insurance premiums, the system is no substitute for adequate insurance.



Warning : Security system devices cannot compensate you for the loss of life or property.

Important Codes	Code	Code allocated to
Master Access Code Access Code 1 Access Code 2 Access Code 3 Access Code 4 Access Code 5 Silent Access Code 6		

Sensor Number	Sensor Location
Sensor 1 – motion sensor Sensor 2 – motion sensor Sensor 3 – smoke detector Sensor 4 – remote control keychain Sensor 5 Sensor 6 Sensor 7 Sensor 8 Sensor 9 Sensor 10 Sensor 11 Sensor 12 Sensor 13 Sensor 14 Sensor 15 Sensor 16 Sensor 17 Sensor 18 Sensor 19 Sensor 20 Sensor 21 Sensor 22 Sensor 23 Sensor 24	

Your system allows you to use up to 24 sensors in total. For more accurate notification from the monitoring centre you can rename your sensors and their location. Just follow the on-line instructions by visiting "my **monitor** system" section at www.myhomemonitor.co.uk

QUICK REFERENCE TABLE

How to ...	Control Panel	Remote Handheld Touchpad	Keychain Touchpad	Remote Phone
Disarm the System (Level 1)	 + Access Code	Disarm  + Access Code	 Press once	Press * + Code + 1
Subdisarm the System (Level 0)	Enter Master Code while system is disarmed	Enter Master Code while system is disarmed		Press * + Master Code + 1
Arm Only - Doors & Windows (Level 2)	 Press once	ARM Doors & Windows  Press once	 Press once	Press * + Code + 2
Arm Only - Motion Sensors (Level 3)	 Press once	ARM Motion Sensors  Press once		Press * + Code + 3
Arm Doors, Windows & Motion Sensors (Level 4)	 Press each button once	ARM Doors & Windows  ARM Motion Sensors  Press each button once	 Press twice	Press * + Code + 2 + 3
Activate No Entry Delay	 Press twice	ARM Doors & Windows  Press twice	 Press once (if programmed)	Press * + Code + 2 + 2
Activate a Panic Alarm	 Press twice	 Press both Emergency buttons and hold for 3 seconds	 Press both & hold for 3 seconds	
Check the System Status	 Press once	SYSTEM STATUS  Press once		Press * + Code + # + 1
Set Doors or Special Motion to Chime	 Press either Doors or Motion once			
Direct Bypass a Sensor	 Press once to bypass, then code. Press again to unbypass			

Battery Requirements

Control Panel rechargeable
Motion Sensors
Smoke Detectors
Keychain

Contact 0845 071 1007
2 x AA
2 x 3 V Lithium
12v Duracell MN21

OPTIONAL EXTRAS FOR EVEN TIGHTER SECURITY

We offer a full range of accessories for your monitor system. To find out more, visit www.myhomemonitor.co.uk or call our Customer Services Team on 0845 071 1007.

monitor warranty:

Your monitor WF8000 system is guaranteed for 24 months from the date the equipment was dispatched to you. During this period and subject to our terms and conditions, this guarantee will provide for the repair of, or at our discretion the replacement of the WF8000 system or any system component free of charge.

Conditions:

The equipment must be returned to Scottish and Southern Energy as instructed below, along with proof of purchase.

The fault or defect is not due to an accident, misuse, fair wear and tear, neglect, expired batteries, the equipment being tampered with, non-compliance with the User Guide and Quick Start Guide, use of the equipment on a voltage supply other than the recommended voltage or any attempt at adjustment or repair other than through our approved agents.

The fault or defect has occurred within the 24 month guarantee period.

Claims Procedure:

If you experience difficulties using this product, prior to returning the system, please contact the monitor Customer Services team on 0845 071 1007 for assistance.

Any claim should be made directly to Scottish and Southern Energy.

The claim should be made in a letter setting out the date of purchase and giving a brief explanation of the problem. The letter should be sent, along with proof of purchase and the system (or components) to monitor Customer Services, Scottish and Southern Energy, Ty Meridian, Cardiff Gate Business Park, Cardiff, CF23 8AU.

Please note that it is essential that the letter of claim reaches the above address within the 24 month guarantee period. Late claims will not be considered.

We strongly advise that you retain proof of posting.

This guarantee does not confer any rights other than those set out above and does not cover any claims for consequential loss or damage. This guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer. Additional copies of this guarantee can be obtained by sending a written request to the above address, along with a self addressed stamped envelope.

USE THE SPACE BELOW FOR EMERGENCY PLANNING

- Sketch a layout plan of your home
- Show all levels of your home
- Show all exits from each room
- Show the location of all **monitor** Home Protection components
- Show the location of any fire extinguishers
- Prepare for fast evacuation in an emergency

USE THE SPACE BELOW FOR EMERGENCY PLANNING

monitor Customer Service
Scottish and Southern Energy
Ty Meridian
Malthouse Avenue
Cardiff Gate Business Park
Cardiff, CF23 8AU

support@myhomemonitor.co.uk
0845 071 1007
www.myhomemonitor.co.uk