



# HS2016/HS2016-4/HS2032/HS2064/HS2064 E/HS2128/HS2128 E Alarm Panel

## User Manual



**WARNING:** This manual contains information on limitations regarding product use and function and information on the limitations as to liability of the manufacturer. The entire manual should be carefully read.

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







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
## 1.0 Quick Reference

The PowerSeries Neo Alarm System uses shortcut keys to access features on all models of keypads. When using an LCD keypad, the PowerSeries Neo Alarm System uses a menu based navigation system. The scroll keys can be used to navigate through the list of options contained within the current menu. For more information see: 2.0 “Understanding your Keypad”. Look up detailed information on any of the listed actions using the accompanying Section number.















NOTE: Some features must be enabled by installer.

NOTE: Bypass Groups are not permitted in UL listed installations.

Status Lights		Function Keys	Emergency Keys
	Ready - Indicates system normal. Must be on to arm system. All zones must be secured or bypassed and the system disarmed for this light to activate.	 Stay Arm	 Fire
	Armed - Indicates system is armed . If the Ready light and the Armed light are both on, an Exit Delay is in progress.	 Away Arm	 Medical
	Trouble - On indicates a system malfunction or tamper. 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.	 Chime	 Panic
	AC Power - Indicates AC Power is present. The AC Power light will turn off when AC is absent.	 Reset Sensors	
		 Quick Exit	

Action	Press	Section
Away Arm	 for 2 seconds + [Access Code*]	3.1.2
Stay Arm	 for 2 seconds + [Access Code*]	3.2
Night Arm	When armed in stay mode [*][1] + [Access Code*]	3.3
Disarm	[Access Code]	3.1
No-Entry Arming	[*][9] + [Access Code*]	3.4
Quick Arm /Quick Exit	[*][0]	3.5
Abort Arming Sequence	[Access Code]	
<b>Bypassing - All bypass commands begin with [*][1] + [Access Code*]</b>		
Bypass Individual Zones	[3 Digit Zone #]	3.7.1
Bypass All Open Zones	[9][9][8]	3.7.1
Recall Last Bypass	[9][9][9]	3.7.1
Clear Bypass	[0][0][0] OR [Scroll] Bypass Options + [*] + [Scroll] Clear Bypasses + [*]	3.7.1
Program Bypass Group	[3 digit zone #s] + [9][9][5] OR [3 digit zone #s] + [Scroll] Bypass Options + [*] + [Scroll] Prg Bypass Group + [*]	3.8
Load Bypass Group	[9][9][1] OR [Scroll] Bypass Options + [*] + [Scroll] Bypass Group + [*]	3.8
<b>Common Functions</b>		
Set Time and Date	[*][6] [Master Code] + [0][1]	8.2

Chapter 1

Action	Press	Section
Turn Chime ON/OFF	[*][4] + [Access Code*] OR 	10.1
Change Brightness	[*][6] [Master Code] + [1][2] +  	8.8
Change Contrast	[*][6] [Master Code] + [1][3] +  	8.8
Add/Delete User	[*][5] + [Master Code] + [Access Code] + 1	7.0
Reset Smoke Detectors	 OR [*][7][2]	5.2
View Troubles	[*][2] + [Access Code*] +  	8.15
View Alarms	[*][3] + [Access Code*] +  	5.1.5
Perform System Test	[*][6] + [Master Code] + [0][4] +  	4.4
Buzzer Volume	[*][6] + [Master Code] + [1][4] +  	8.10

## 2.0 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.

### 2.1 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 will be 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) will be 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, etc.). 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 shall have access to the control panel.

### 2.2 Carbon Monoxide Detection

This equipment is capable of monitoring carbon monoxide detectors and providing a warning if carbon monoxide is detected. Please read the Family 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.

### 2.3 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. This equipment should be installed in accordance with NFPA 72 (N.F.P.A., Batterymarch Park, Quincy MA 02269). Carefully review the Family Escape Planning guidelines in this manual.

NOTE: Must be enabled and configured by installer.

### 2.4 Testing Your System

Tests all system keypad LEDs, keypad sounders, bells and/or sirens. To ensure that your system continues to function as intended, you must test your system weekly.

**IMPORTANT:** For UL HOME HEALTH CARE listed applications the system shall also be tested 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:** Should your system fail to function properly, contact your installation company.

**IMPORTANT:** All smoke detectors must be tested by your smoke detector installer once per year.

#### To Perform a Keypad and Siren Test

1. From the Ready state press [\*][6] and enter the [Master Code] to access User Functions.
2. Press [04] 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.

#### LCD Display

Press (*) for <> User Functions
------------------------------------

Press (*) for <> System Test
---------------------------------

3. To go back to the Ready state press [#].

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

## **2.5 Monitoring**

This system is capable of transmitting alarms, troubles and emergency information. If you initiate an alarm 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 becomes functional. 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.

## **2.6 Maintenance**

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

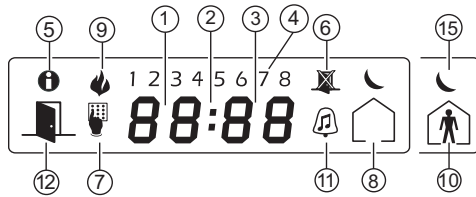
- Do not wash the security equipment with a wet cloth. Light dusting with a slightly moistened cloth should remove normal accumulations of dust.
- Use the system test described in "Testing Your System" to check the battery condition. We recommend, however, that the standby batteries be replaced every 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.

## 3.0 Understanding Your Keypad

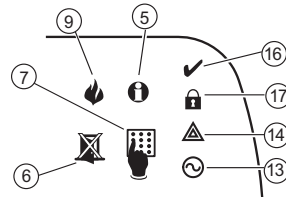
The PowerSeries Neo Alarm System supports a variety of wireless, hardwired and proximity sensor LCD, LED and Icon keypads. All keypads come equipped with the LED status lights described in section 1 "Quick Reference". HS2LCD series keypads display system messages on their LCD screen. HS2ICN series keypads display messages, as described in the following section. HS2LED series keypads display messages via a series of numbered LEDs, as described in the following section. All keypad versions will have a solid blue LED bar that is always on except when, if enrolled, a proximity tag is presented and successfully read by the keypad.

### 3.1 Icon and LED Keypad Symbols

HS2ICN Series



HS2LED Series



- |                         |  |
|-------------------------|--|
| 1. Clock Digits 1, 2    | These 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 will flash once per second when the local clock is active.  |
| 3. Clock Digits 3, 4    | These are the minute digits when the local clock is active. The digits 3 and 4 are used to indicate the zone number for open zones or alarm in memory. These two digits combined with the clock digit 2, scroll one zone per second from the lowest number to the highest, when scrolling through zones. |
| 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 will flash. 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 and/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 Chime function key is pressed to enable Door Chime on the system. It will turn off when the chime function key 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 will turn on, clock digits 1 and 2 will 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 armable 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 can only be bypassed manually.



## 3.2 Keypad Models

NOTE: In the following list if x = 9 (the system operates in 912-919MHz), x=4 (the system operates in 433MHz band) or x=8 (the system operates in 868MHz band). Only models operating in 912-919MHz band are UL/ULC listed.

<b>HS2LCD</b>	Alphanumeric LCD keypad
<b>HS2LCDP</b>	Alphanumeric LCD keypad with Prox. Tag support
<b>HS2ICN</b>	Icon keypad
<b>HS2ICNP</b>	Icon keypad with Prox. Tag support
<b>HS2LED</b>	LED keypad
<b>HS2LCDRFx</b>	Alphanumeric LCD keypad with wireless receiver
<b>HS2LCDRFPx</b>	Alphanumeric LCD keypad with wireless receiver and Prox. tag support
<b>HS2ICNRFx</b>	Icon keypad with wireless receiver
<b>HS2ICNRFPx</b>	Icon keypad with wireless receiver and Prox. tag support
<b>HS2LCDWFx</b>	Wireless Alphanumeric LCD keypad
<b>HS2LCDWFPx</b>	Wireless Alphanumeric LCD keypad with Prox. Tag support
<b>HS2LCDWFPVx</b>	Wireless Alphanumeric LCD keypad with Prox. Tag support & Voice Promp
<b>HS2TCHP</b>	Touchscreen keypad. For additional information, refer to the HS2TCHP Touchscreen User Manual.

## 4.0 Securing the Premises

The PowerSeries Neo provides multiple arming modes as described below:

- |                   |  |
|-------------------|--|
| <b>Away mode</b>  | Use when no one in your household will be home. Away mode activates all perimeter and interior sensors in the alarm system.  |
| <b>Stay mode</b>  | Use this mode when you are staying home, but expect someone to use the entrance door later. Stay mode partially activates your alarm system by arming all perimeter sensors and bypassing all interior sensors.  |
| <b>Night mode</b> | Use when you want the perimeter and interior armed but would like to allow limited movement in your house without activating the alarm. (e.g., disable motion sensors in an area containing bedrooms and a washroom). Night mode is similar to Stay mode but only bypasses internal sensors configured as Night Zones. |

NOTE: Verify with your alarm company which modes are available on your system. For SIA FAR listed panels, the Stay Arming Exit Delay will be twice as long as the Away Arming Exit Delay.

Depending on your system configuration, there are multiple methods you can use to arm your system.

You can arm the system using a:

- Keypad
- 2-way wireless key

See also:

- Silent Exit Delay

### 4.1 Arming the System

The PowerSeries Neo system can be set/armed using a keypad, a 2-way wireless key or a proximity tag.

#### 4.1.1 Arming 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 the system. When using the Push to Set, or Final Door Set feature, attempting to arm your system will start an infinite exit delay. The keypad will sound 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 will be reduced to a programmable value, which is typically 10 seconds, after which the alarm will complete 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 will cancel the arming. If this occurs, you must re-enter the premises, check the system, close any open zones, and then attempt to arm again.

#### 4.1.2 Away Arming the System with the Keypad

Away mode activates the complete alarm system by:


- Arming all perimeter sensors.
- Arming all interior sensors.

To Arm the System in Away Mode:

1. Ensure all windows and doors are closed and that the Ready indicator is on.
2. To arm using the Away key , press and hold the Away key for 2 seconds and, if required, enter your [access code] or present your proximity tag.

**OR**

To Quick Arm the system press [\*][0].

3. If zones have been bypassed, ICN or LED keypads bypass LED  will light and the bypassed zones #s will be shown. On an LCD keypad a warning appears.

#### LCD Display



Date Time
JAN 02/18 2:06a

System is
Ready to Arm

then

Present Tag or
Enter Code

* Warning *
Bypass Active

4. After successfully initiating the arming sequence the:
  - Armed  indicator turns on.
  - Ready  indicator remains lit.
  - Exit Delay timer begins counting down.
  - Keypad beeps six times, continues beeping once per second until beeping rapidly in the final ten seconds.
  - The system may be configured to have a persistent exit delay that only ends when the exit door is opened and closed, or when a button is pressed outside the protected premises.
5. To cancel the arming sequence, enter your [access code] or present your proximity tag to the keypad reader.
6. Once the exit delay timer expires, thereby arming the system, the:
  - Ready indicator turns off.
  - Armed indicator remains on.
  - Keypad stops sounding.

Exit Delay in Progress

System Disarmed  
No Alarm Memory

System Armed  
in Away Mode





NOTE: The installer configures the exit delay timer and whether or not an access code is required for arming the system.

## 4.2 Stay Arming the System with the Keypad

Stay mode partially activates your alarm system by:

- Arming all perimeter sensors.
- Bypassing all interior sensors.

To Arm the System in Stay mode:

1. Ensure all windows and doors are closed and that the Ready indicator is on.
  2. Press and hold the Stay key for 2 seconds and, if required, enter your access code or present your proximity tag. Do not leave the premises.
- then
3. If zones have been bypassed, ICN or LED keypads bypass LED will light and the bypassed zones numbers will be shown. On an LCD keypad a warning appears.
  4. After successfully initiating the arming sequence the:
    - Armed  indicator turns on.
    - Ready  indicator remains lit.
    - Exit Delay timer begins counting down.
  5. To cancel the arming sequence, enter your [access code] or present your proximity tag.
  6. Once the exit delay timer expires, thereby arming the system, the:
    - Ready  indicator turns off.
    - Armed  indicator remains on.
    - Bypass or system indicator activates.

### LCD Display

Date Time  
JAN 02/18 2:06a

System is  
Ready to Arm

Enter Your  
Access Code

\* Warning \*  
Bypass Active

Exit Delay in  
Progress

System Disarmed  
No Alarm Memory

System Armed  
in Stay Mode

NOTE: When using a proximity tag and a Stay/Away zone is programmed, the system arms in Away mode if a delay zone is tripped. If there is no Stay/Away zone, the system always arms in Away mode.

### 4.2.1 Silent Exit Delay

If the system is armed using the Stay key  or the No Entry Arming method [\*][9]:

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

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

### 4.3 Night Arming the System with the Keypad



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 Arm the System in Night mode:

1. If configured, press and hold the Night Arm key for 2 seconds. OR
2. Once 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 will be armed, except for devices programmed as Night Zones.
  - The Night Mode  icon turns on.

**LCD Display**

Date Time  
JAN 02/19 2:06a

then

Press (\*) for <>  
Interior Arm

Present Tag or  
Enter Code

then

Interior Has  
Been Armed

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


### 4.4 No-Entry Arming

No-Entry Arming arms the system in Stay mode by:

- Removing the Entry Delay from all configured zones.
- Arming all perimeter sensors.
- Bypassing all interior sensors.

An entry through any zone will create an instant alarm.

To arm the system in No-Entry mode:

1. Check that the Ready indicator  is on and your system is ready to be armed.
2. Press [\*][9] and, if required, enter your [access code].
3. If zones have been bypassed, ICN or LED keypads bypass LED will light and the bypassed zones #s will be shown. On an LCD keypad a warning appears.
4. After successfully initiating the arming sequence the:
  - Armed light flashes as a reminder that the system is armed and has no entry delay.
  - Keypad sounds fast beeps.
  - Keypad displays “Exit Delay in Progress”.
5. To cancel the arming sequence, enter your [access code] or present your proximity tag.
6. Once the exit delay timer expires, the system is armed.

**LCD Display**

Date Time  
JAN 02/18 2:06a

Present Tag or  
Enter Code

\* Warning \*  
Bypass Active

then

Armed With No  
Entry Delay

then

Exit Delay in  
Progress



System Disarmed  
No Alarm Memory

System Armed  
in Stay Mode

## 4.5 Leaving when the System is Armed - Quick Exit

Use the Quick Exit feature if the system is already armed and you would like to leave without disarming and rearming the system. Quick Exit uses the same hot keys as Quick Arming, and it provides you with a two minute exit delay to leave the premises without triggering an alarm. Once the door you leave from closes, the quick exit timer will be canceled.

To Quick Exit:

1. When the system is already armed and the Armed  light is lit, press and hold the Quick Exit  key for 2 seconds

OR

press [\*][0].

2. Exit the premises before the exit delay timer expires. After exiting, the delay timer will be canceled.

LCD Display

Quick Exit in  
Progress

## 4.6 Arming the System with a 2-Way Wireless Key

If configured, the PowerSeries Neo system can be armed using the following wireless keys:

- PG4929/PG8929/PG9929
- PG4939/PG8939/PG9939

## 4.7 To Arm the System with a 2-way wireless key

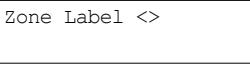
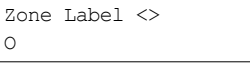
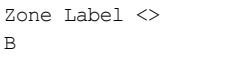
Press the desired Arming mode button anytime the system Ready indicator is on.

## 4.8 Bypassing Zones

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

Bypassing zones intentionally unprotects specified zones the next time your system is armed. Depending on the type of keypad, bypassed zones will be identified differently. 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 will light and the bypassed zones numbers will be displayed.

### LCD Keypad Zone Indications

LCD Display	Indication	Description
	none	Zone is ready for arming.
	O	Zone is currently open. You may be unable to arm the system.
	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.
- Will not sound an alarm.
- Are automatically cancelled each time the system is disarmed.
- Can be programmed together within 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 per 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 (e.g., smoke detectors). For more information on fire zones see "Fire and CO Zone Types".

To bypass individual zones:

**LCD Display**

1. Press [\*] to enter the function menu.

Press (\*) for <>  
Zone Bypass

2. Press [\*] or [1]. If required enter your [access code] or present your proximity tag.

Zone Bypass <>  
(\* ) To Bypass

3. Directly bypass zones by entering their [3 digit zone #]. If using an LCD keypad press [\*].

Zone 1 <>  
0

OR

Scroll to the desired zone using the scroll keys and press [\*].

4. To toggle and unbypass a zone reenter the [3 digit zone #] or press [\*] again. To bypass more zones repeat steps 3 and 4.

Zone 1 <>  
B

5. To exit bypassing mode press [\*].

6. If using an LED or ICN series keypad, the zone LED will light and the bypassed zone #s will be shown. If the system is ready to arm the Ready indicator will be lit. When arming the system the following message briefly displays.

\* Warning \*  
Bypass Active

To bypass all open zones:

**LCD Display**

1. Press [\*] to enter the function menu.

Press (\*) for <>  
Zone Bypass

2. Press [\*] or [1]. If required enter your [access code] or present your proximity tag.

Zone Bypass <>  
(\* ) To Bypass

3. Press [9][9][8]

Press (\*) for <>  
Bypass Options



OR

Scroll to Bypass Options using the keys [<] [>] and press [\*]. Scroll to Bypass Op Zones and press [\*].

Press (\*) for <>  
Bypass Op. Zones

Bypassed Open  
Zones

4. To exit bypassing mode, press [\*].

5. If using an LED or ICN series keypad, the  will light and the bypassed zone #s will be shown. If the system is ready to arm the Ready  indicator will be lit. When arming the system the following message briefly displays.

To recall the last bypassed zones:

**LCD Display**

1. Press [\*] to enter the function menu.

Press (\*) for <>  
Zone Bypass

2. Press [\*] or [1]. If required enter your [access code] or present your proximity tag.

Zone Bypass <>  
(\* ) To Bypass

3. Press [9][9][9]

OR



Scroll to Bypass Options and press [\*]. Scroll to Bypass Recall using the scroll keys and press [\*].

```
Press (*) for <>
Bypass Recall
```

then

```
Bypass Recalled
Zones Bypassed
```

4. To exit bypassing mode press [\*].

5. If using an LED or ICN series keypad, the  will light and the bypassed zone #s will be shown. If the system is ready to arm the Ready  indicator will be lit. When arming the system the following message briefly displays.

```
* Warning *
Bypass Active
```

To clear the bypass indication from all zones:

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 will now be open.

**LCD Display**

```
Press (*) for <>
Zone Bypass
```

```
Zone Bypass <>
(*) To Bypass
```

```
Press (*) for <>
Clear Bypasses
```

then

```
Bypass Cleared
Zones Unbypassed
```

4. To exit bypassing mode press [\*].

## 4.9 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 per partition.

NOTE: This feature is not to be used in UL listed installations.

To program a Bypass Group:

1. Press [\*] to enter the function menu.

2. Press [\*] or [1]. If required enter your [access code].

3. Enter the 3 digit zone # of the zones you want bypassed

OR

Scroll to and press [\*] to indicate all zones you want bypassed.

4. Press [9][9][5] to program the bypass group with the currently bypassed zones

OR

Scroll to Bypass Options using the scroll keys and press [\*]. Scroll to Prg Bypass Group and press [\*].

5. The Bypass Group is now programmed. The keypad will beep three times.

6. To exit bypassing mode and return to the Ready state, press .

**LCD Display**

```
Press (*) for <>
Zone Bypass
```

```
Scroll to <>
Bypass Zones
```

```
Upstrs H Wdw <>
B
```

```
Press (*) for <>
Prg Bypass Group
```

```
Bypass Group
Programmed
```

```
System is
Ready to Arm
```

To load a Bypass Group:

1. Press [\*] to enter the function menu.

2. Press [\*] or [1]. If required enter your [access code].

**LCD Display**

```
Press (*) for <>
Zone Bypass
```

```
Scroll to <>
Bypass Zones
```

3. Press or [9][9][1]. If required enter your [access code].  
OR  
Scroll to Bypass Options using the [<][>] keys and press [\*]. Scroll to Bypass Group and press [\*].
4. The group of zones are now bypassed. The following message briefly displays.
5. To exit bypassing mode and return to the Ready state, press [\*].
6. If using an LED or ICN series keypad, the will light and the bypassed zones #s will be shown. If the system is ready to arm the Ready indicator will be lit. When arming the system the following message briefly displays.

```
Press (*) for <>
Bypass Group
```

```
Bypass Group
Zones Bypassed
```

```
* Warning *
Bypass Active
```

## 4.10 Arming Errors and Exit Faults

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

### 4.10.1 Arming Errors

An error tone (long beep) sounds if the system is unable to arm. Arming errors occur if:

- The system is not ready to arm (i.e., 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

1. Ensure all sensors are secure. Your keypad will identify all open zones.
2. 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 when a trouble is present.
3. Try arming the system again. For details on arming the system, see one of the previous arming procedures.
4. If errors persist contact your installer.

### 4.10.2 Audible Exit Faults

NOTE: Must be enabled by 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.


To correct an exit fault:

1. Re-enter the premises.
2. Disarm the system before the entry delay timer expires by entering your [access code].
3. Follow the Away arming procedure again, making sure to close the entry/exit door properly. For more details see: "Away Arming the System with the Keypad".


## 4.11 Disarming the System

Depending on your system configuration, there are multiple methods you can use to disarm/unset your system. You can disarm the system using a 2-way wireless key or a proximity tag:

To disarm the system with a keypad:

1. Enter your [access code] or present your proximity tag anytime the system is armed. (Armed  indicator is on).
2. If you walk through the entry door, the keypad will beep. Disarm within \_\_\_\_\_ seconds to avoid an alarm condition.

To disarm the system with a 2-way wireless key:


1. Press the disarm button anytime the system is armed. (Armed  indicator is on).



2. If you walk through the entry door the keypad will beep. Press the disarm button within \_\_\_\_\_ seconds to avoid an alarm condition.

NOTE: After disarming a system with an HS2LCD keypad using a 2-way wireless key, always check the alarm memory to determine if any alarms have occurred during the armed period.

### **4.12 To Disarm the System with a Proximity Tag**

1. Present your proximity tag to a keypad equipped with a proximity sensor anytime the system is armed . (Armed  indicator is on) and if configured as required, enter your access code.
2. If you walk through the entry door the keypad will beep. Present your proximity tag within \_\_\_\_\_ seconds to avoid an alarm condition.

NOTE: Duration of Entry timer is programmed by installer. The installer will advise the maximum duration of entry delay that was programmed in the system. It cannot exceed 45 seconds.

### **4.13 Disarming Error**

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

## 5.0 Emergency Keys

### IMPORTANT: EMERGENCY USE ONLY!

Pressing both the emergency keys generates a Fire, Medical, or Panic Alarm, and alerts the monitoring station. e.g., to generate a medical alarm press both of the medical alarm keys for 2 seconds and the display on an LCD keypad will show Hold down keys for Med. Alarm. The keypad beeps to indicate that the alarm input has been accepted and sent to the monitoring station.



Fire Alarm



Medical Alarm



Panic Alarm

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

NOTE: Fire keys can be disabled by the installer.

NOTE: Having an optional audio verification module installed in your system allows the monitoring station to open 2-way communication when notified of an alarm.

### 5.1 Alarms

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

**Alarm Types**

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

NOTE: Medical alarm is silent, it only results in an alarm transmission to the monitoring station.

#### 5.1.1 Fire Alarm

Follow your emergency evacuation plan immediately!

**If the Fire Alarm was Accidental (e.g., burnt toast, bathroom steam, etc.)**

1. Enter your Access Code to silence the alarm.
2. Call your central station to avoid a dispatch.

NOTE: Verify with your alarm company that your system is equipped with fire detection.

For information on resetting smoke detectors see: "Resetting Smoke Detectors".

##### 5.1.1.1 Fire Alarm Bells Silenced

Fire alarms can be silenced by entering a valid access code. The message shown will be displayed on a LCD or touch screen keypad. The message will not be cleared until all the fire zones have been restored on system.

```
Fire Alarm < >
Bells Silenced
```

#### 5.1.2 Carbon Monoxide Alarm

**WARNING! 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. Incorporate the steps outlined in the guide into your evacuation plan.**

Activation of your CO alarm indicates the presence of carbon monoxide (CO), which can be fatal. During an alarm:

- 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**

1. Operate Silence button.
2. Call emergency services or your fire department.
3. Immediately move outdoors or to an open door/window.

**5.1.2.1 CO Alarm Bells Silenced**

CO alarms can be silenced by entering a valid access code. The message shown will be displayed on a LCD or touch screen keypad. The message will not be cleared until CO zones have been restored on system.

```
CO Alarm < >
Bells Silenced
```

**5.1.3 Intrusion (Burglary) Alarm - Continuous Siren**



**If you are unsure of the source of the alarm approach with caution!**

**If the Intrusion alarm was accidental**

1. Enter your Access Code to silence the alarm. If the code is entered within 30s (or the programmed value of the alarm transmission delay) the transmission of the alarm to the monitoring station will be cancelled.
2. Call your central station to avoid a dispatch.

**5.1.4 Alarm Cancel Window**

The control panel provides a period of time in which the user can cancel the alarm transmission. 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 will beep 6 times.

NOTE: Must be enabled and configured by installer.

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

**5.1.5 Viewing Alarms in Memory**

When an alarm occurs the keypad indicator illuminates. Viewing the Alarm memory provides more information on the sensor(s) that were tripped. When using an ICON or LED keypad the Memory LED will be lit and the zone numbers will be displayed.

**To View Alarms in Memory**

- Press [\*][3] or

use the scroll keys to navigate to Alarm Memory and press . The Alarm information will display. For more information on the messages that could be displayed see: "Alarm Messages".

**LCD Display**

```
Press (*) for <>
Alarm Memory
```

**Alarm Messages**

**LCD Display**

```
Burglary <>
Verified
```

```
Burglary Not <>
Verified
```

```
Hold-up <>
Verified
```

```
Hold-up Not <>
Verified
```

```
Fire Alarm <>
Fire Zone 1
```

```
CO Alarm <>
CO Zone 1 <>
```


**What it means**


Multiple burglary sensors were tripped. Central station has been notified.

A single burglary sensor was tripped. Central station has been notified.

Multiple hold-up sensors were tripped. Central station has been notified.

A single hold-up sensor was tripped.

Fire alarm has been triggered. Central station has been notified. On an ICN or LED keypad the  will be lit.

CO alarm has been triggered. Central station has been notified. On an ICN or LED keypad the  will be lit.

## 5.2 Resetting Smoke Detectors

After having detected an alarm condition smoke detectors require a reset to exit the alarm condition.

NOTE: Verify with your alarm company if this function is required on your system.

To Reset the Sensors

1. Press and hold on the keypad for 2 seconds. If the reset is successful, the alarm is cancelled.
2. If a smoke detector fails to reset, it may still be detecting an alarm condition. If unsuccessful, the alarm will reactivate or continue.

## 6.0 Wireless Keys and other Devices

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

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

### 6.1 Using 2-way Wireless Keys

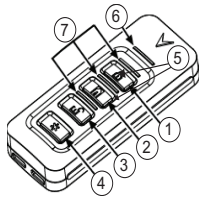
NOTE: Panic feature has not been evaluated by UL.

NOTE: All wireless key buttons are programmable. Verify the functions assigned to each key with your installer.

NOTE: When using compatible wireless keys there is one bell squawk for arming and two bell squawks for disarming.

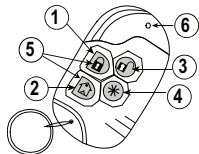
2-way wireless keys allow users in the close proximity of their house the ability to readily arm/disarm their system, and to call for help. For information on enrolling wireless keys see: "User Labels (LCD keypads only)".

#### 6.1.1 PG4929/PG8929/PG9929



1. Away arm
2. Stay arm
3. Disarm
4. Panic
5. Command Output 1
6. Message LED
7. Status LEDs

#### 6.1.2 PG4939/PG8939/PG9939



1. Away Arm
2. Stay Arm
3. Disarm
4. Panic
5. Command Output 1
6. LED

### 6.2 Using Proximity Tags

The MPT proximity tag is ideal for people who have difficulties remembering codes or who do not interact with the system regularly. Depending on how your keypad is programmed, proximity tags can be used to either arm/disarm the system or to perform a programmed function (e.g. unlock a cabinet or storeroom door). To operate properly, proximity tags must be enrolled in the system. The LED Bar flashes 3 times upon a valid proximity tag being read by the keypad successfully. If the proximity tag is invalid, the LED Bar will stay ON and an error tone will sound

For more information see: "Enrolling and Deleting Proximity Tags".

## 6.3 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 phone numbers configured by your installer will be permitted to contact your system. Messages from all other phone numbers will be rejected.

NOTE: This is a supplementary feature that has not been investigated by UL/ULC. Must be enabled and configured by installer. Only supported with an LCD keypad.

### 6.3.1 Using the Keypad to Lookup the Number to Call for SMS Commands

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's Phone Number:

1. Check that the Ready indicator  is on and the system is disarmed.
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 to displays.

#### LCD Display

```
Date Time
JAN 02/13 2:06a
```

```
Press (*) for <>
User Functions
```

```
Press (*) for <>
SMS Programming
```

```
Press (*) for <>
GSM Phone No.
```

### 6.3.2 Sending SMS Commands to your System

In order to successfully send commands to your system from your cellphone, 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 will be 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 and if the User has rights to manage the desired partitions, commands can be sent to specific 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 will send 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 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 may require more than 1 SMS message, depending on status of the system. There is a 10 second delay between transmission of SMS messages.

### 6.3.3 SMS Commands

Commands	Notes
Stay Arm	Stay arms the system
Away Arm	Away arms the system
Night Arm	Night arms the system
Disarm	Disarms the system
Activate Command Output 1	Activates Output 1
Activate Command Output 2	Activates Output 2

<b>Activate Command Output 3</b>	Activates Output 3
<b>Activate Command Output 4</b>	Activates Output 4
<b>Deactivate Command Output 1</b>	Deactivates Output 1
<b>Deactivate Command Output 2</b>	Deactivates Output 2
<b>Deactivate Command Output 3</b>	Deactivates Output 3
<b>Deactivate Command Output 4</b>	Deactivates Output 4
<b>Bypass 001</b>	Bypasses specified zone number
<b>Unbypass 001</b>	Clears the bypass from the specified zone number
<b>Status Request</b>	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.
<b>Alarm Memory Request</b>	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.
<b>Help</b>	The Help command generates an SMS response listing all Interactive commands that can be sent to the module. Access Code is not required.

### 6.3.4 SMS Responses from your System

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

<b>System Response</b>	<b>Notes</b>
<b>Successful</b>	Sent when a command and control function is successfully performed by the panel.
<b>Unsuccessful</b>	Sent when a command and control function not successfully performed by the panel.
<b>Invalid Command</b>	Sent when a command sent was not accepted as valid by the system.
<b>System Stay Armed</b>	Sent in response to a status request and if a partition is stay armed.
<b>System Away Armed</b>	Sent in response to a status request and if a partition is away armed.
<b>System Night Armed</b>	Sent in response to a status request and if a partition is night armed.
<b>System Disarmed Ready</b>	Sent in response to a status request and if a partition is disarmed and ready to arm.
<b>System Disarmed Not Ready</b>	Sent in response to a status request and if a partition is disarmed and is not ready to arm.
<b>System is in Alarm</b>	Sent in response to a status request and if a partition is in alarm.
<b>Service is Required</b>	Sent in response to a status request and if a partition is in trouble.
<b>No Alarm Memory</b>	Sent in response to a alarm memory request and there are no alarms in memory.

## 7.0 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 only operate specific partitions. For more information on partitions see: "Managing Partitions".
- Configured with additional attributes. For more information see: "Configuring additional User Options".

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 flags see the following table. On an ICN or LED keypad programmed users will have their digits displayed

**User Indications**

LCD Display	Indications	Description
User Code 01 -	-	Unprogrammed code
User Code 01 P	P	Programmed code
User Code 01 T	T	Code and tag/key are programmed

### 7.1 Access Code Types

The alarm system provides the following user access code types:

Code	Add User	Delete User	Arm	Disarm	Access Codes	User Functions	Installer
<b>Master</b>	All	All	Yes	Yes	Yes	Yes	No
<b>User</b>	No	No	Yes	Yes	No	No	No
<b>Supervisor</b>	All but Master	All but Master	Yes	Yes	Yes	Yes	No
<b>Duress</b>	No	No	Yes	Yes	No	No	No
<b>One-time user</b>	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. By default, access codes have the same partition and attribute programming as the code used to program them.

NOTE: When using 8-digit access codes, the minimum number of variations are:

- 2083333 for HS2016/HS2016-4
- 1388888 for HS2032
- 1052631 for HS2064/HS2128
- 200000 for HS2064 E
- 100000 for HS2128 E

Additionally, there are no disallowed codes.

**Master Code** By default 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 want to allow additional users to manage Access Codes [\*5] or User Functions [\*6]. Supervisor codes created by the master code will have the same attributes as the master code. Supervisor codes created by another supervisor code will 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 per day, i.e., 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. For information on how to program a One Time User Code see "Configuring Additional User Options".

### 7.1.1 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 Master or Supervisor code.
3. Enter [User #] or scroll through the list of users and press [\*]. On an LED keypad the user number begins flashing.
4. To return to the Ready state press [#].

#### LCD Display

```
Press (*) for <>
Access Codes
```

```
Present Tag or
Enter Code
```

```
Press (*) for <>
{User Label}
```

### 7.1.2 Adding, Changing and Deleting Access Codes

Each configured user is assigned a number as follows:

- 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

Access codes cannot be duplicated.

To add or change user access codes:

1. From the desired user press [\*] or [1].
2. Enter a new 4, 6, or 8-digit access code. After entering a new code you are returned to the previous menu, and on an LCD display the flag is changed to P from -. 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.

#### LCD Display

```
Press (*) for <>
Access Code
```

```
Enter New Code
AAAA
```

To delete a user access code:

1. From the desired user press [\*] or [1].
2. Press [\*]. The code is deleted, and you are returned to the previous screen. The flag is changed to - from P. On an ICN or LED keypad the programmed user's digits stop being displayed. After the code is programmed, the keypad returns to the previous LCD display.

#### LCD Display

```
Press (*) for <>
Access Code
```

```
Enter New Code
030516
```

NOTE: Any proximity tags associated with deleted user codes must be re-enrolled.

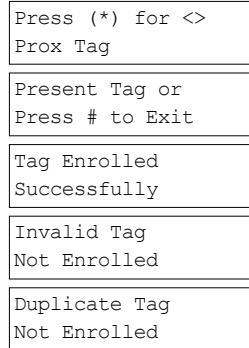
### 7.1.3 Enrolling and Deleting Proximity Tags

When enrolling or deleting proximity tags for a user, the system provides a choice of option depending on if tag is already enrolled or not. For more information on see: "Using Proximity Tags".

To enroll a proximity tag:

1. From the desired user press [2] or scroll to Prox Tag and press [\*].
2. If no tag is enrolled for this user you will be asked to present the tag to the reader.
  - If the card successfully enrolls the blue LED bar flashes.
  - If the tag is invalid the following message is displayed.
  - If the tag already is enrolled with another user the following message is displayed.

**LCD Display**



To delete a proximity tag:

1. From the desired user press or scroll to Prox Tag and press [\*].
2. If a tag is enrolled for this user you will be asked if you would like to delete the Tag. Press [\*] to delete the tag.

**LCD Display**



### 7.1.4 Editing User Labels

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.

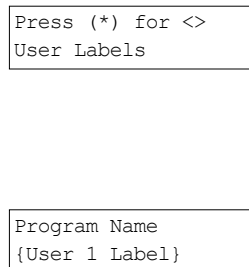
[1]	[2]	[3]
A, B, C, 1	D, E, F, 2	G, H, I, 3
[4]	[5]	[6]
J, K, L, 4	M, N, O, 5	P, Q, R, 6
[7]	[8]	[9]
S, T, U, 7	V, W, X, 8	Y, Z, 9, 0
[0]		
Space		

Entering letters using the keypad

To edit a User Label:

1. From the User Codes menu press [3] or scroll to User Labels and press [\*].
2. Use the arrow keys to move the cursor to a blank space or existing character.
3. Press the number key corresponding to the appropriate letter as shown in the previous figure.
4. When the required letter or number is displayed use the arrow keys to scroll to the next letter.
5. When finished, press the [\*] key, use the keys to scroll to Save then press [\*].

**LCD Display**



### 7.1.5 Assigning a Partition to a User code

User codes can be configured to have access only to specific partitions. For more information see: "Managing Partitions".

NOTE: Partitions are configured by your installer.

To assign a partition to a User Code:

1. From the desired user press [4] or scroll to Partition Assign and press [\*].
2. Press [\*] to change the partition assignment for the user code, Y or N.  
If using an LED or ICON keypad press the corresponding number key for the partition, 1 to 8, to change the programming of the option.

#### LCD Display

```
Press (*) for <>
Partition Assign
```

```
(*) To Toggle <>
{Partition Lb} Y
```

### 7.2 Configuring Additional User Options

Users can also be assigned the following options:

- |                            |   |
|----------------------------|---|
| <b>[1] Supervisor Code</b> | For more information see: "Access Code Types".  |
| <b>[2] Duress Code</b>     | For more information see: "Access Code Types".  |
| <b>[3] Zone Bypass</b>     | Grants the user the ability to bypass zones.  |
| <b>[4] Remote Access</b>   | Grants the user the ability to use SMS features. For more information see: "SMS Command and Control"  |
| <b>[7] Bell Squawk</b>     | Use to generate a bell squawk when arming/disarming the system.<br>When using wireless keys to arm/disarm the system there will be: <ul style="list-style-type: none"><li>• one bell squawk for arming</li><li>• two bell squawks for disarming.</li><li>• three squawk pairs when disarming with an alarm in memory.</li></ul> |
| <b>[8] One Time Use</b>    | For more information see: "Access Code Types".  |

To configure additional user options:

1. At desired user press [5] or scroll to User Options and press [\*].
2. Use the keys to cycle through the User Options and press to toggle configuring the displayed option.

OR

If using an LED or ICN keypad press the [feature number as listed above].

#### LCD Display

```
Press (*) for <>
User Options
```

```
(*) To Toggle <>
Bell Squawk Y
```

## 8.0 User Functions

The PowerSeries Neo allows for a variety of user configurable functions as listed below:

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

NOTE: User Functions can only be modified when the system is disarmed.

### To access the User Function menu

- Press [\*][6]  
 OR  
 press [\*] and use the scroll keys to navigate to User Functions and press [\*].
- Enter Master code and scroll through the options listed above.
- To go back to the Ready state press [\*].

#### LCD Display

```
Press (*) for <>
User Functions
```

```
Present Tag or
Enter Code
```





then

```
Select Option <>
Event Buffers
```

## 8.1 Event Buffer

The Event Buffer displays a list of the last 1000 events on your system. You may only view the event buffer using an LCD keypad.

### To view the Event Buffer

- From the User Function menu   scroll to Event Buffer and press [\*].
- Press   to scroll through the Event Buffer. When finished press [\*] to return to the Ready state.

#### LCD Display

```
Select Option <>
Event Buffer
```

```
000X-Message
Time/Date
```

## 8.2 Setting the Time and Date

To set the time and date:

- From the User Function menu use the shortcut key [0][1] or press the scroll keys to Time and Date and press [\*].
- Use the number keys to set the time and date. When finished press [\*] to return to the Ready state.

#### LCD Display

```
Select Option <>
Time and Date
```

```
HH:MM MM/DD/YY
11:12 01/14/19
```

## 8.3 Enabling/Disabling the Auto Arm/Disarm Feature

NOTE: Access to this feature must be configured by installer.

To enable/disable Auto Arm/Disarm

- From the User Function menu use the shortcut key [0][2] or press the scroll keys to Auto Arm/Disarm.
- Press [\*] to enable/disable the Auto Arm/Disarm feature.
- When finished press [\*] to return to the Ready state.

#### LCD Display

```
Press (*) for <>
Auto Arm/Disarm
```

```
Auto Arm/Disarm
is Enabled
```

or

```
Auto Arm/Disarm
is Disabled
```

## 8.4 Setting the Auto Arm Time

The system can be configured to Auto arm at a specific time on each day of the week. If a specific time is not configured for a day of the week the system will not arm automatically on that day.

NOTE: Access to this feature must be configured by installer.

To set the Auto Arm Time:

1. From the User Function menu use the shortcut key [0][3] or press [<] [>] to scroll to Auto Arm Time.
2. Press [\*] to open a days of the week sub menu. Scroll the days of the week and press [\*] to set the time for that day.

OR

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 desired time. After you enter the fourth digit the screen will revert 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 will not display.
4. Continue setting the time for the desired days of the week. When finished press [#] to return to the Ready state.

### LCD Display

```
Press (*) for <>
Auto Arm Time
```

```
Press (*) for <>
Sunday
```

```
Set 24Hr Time
Enter HH:MM 9999
```

```
Set 24Hr Time
Enter HH:MM 9999
```

NOTE: If you set an invalid time the error tone will sound.

## 8.5 Allowing the Installer to Service your System Remotely - DLS

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

NOTE: Access to this feature must be configured by installer.

To enable/disable the System Service/DLS

1. From the User Function menu use the shortcut key [05] or press to scroll to SystemServ/DLS.
2. Press [\*] to enable/disable the SystemServ/DLS feature.
3. When finished press [#] to return to the Ready state.

### LCD Display

```
Press (*) for <>
SystemServ/DLS
```

```
SystemServ/DLS
is Enabled
```

or

```
SystemServ/DLS
is Disabled
```

## 8.6 User Callup

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: Access to this feature must be configured by installer.

To perform a User Callup:

1. From the User Function menu use the shortcut key [0][6] or press [<] [>] to scroll to User Callup.
2. When finished press [\*] to return to the Ready state.

### LCD Display

```
Press (*) for <>
User Callup
```

## 8.7 Late to Open

Typically used to track children after school, the Late to Open feature allows you to be notified if your alarm system is not disarmed by a programmed time of day.

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

NOTE: Access to this feature must be configured by installer.

To enable/disable Late to Open:

1. From the User Function menu use the shortcut key [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.

**LCD Display**

```
Press (*) for <>
Late to Open
```

```
Late to Open
is Enabled
```

or

```
Late to Open
is Disabled
```

To set the Late to Open time:

1. From the User Function menu use the shortcut key [1][0] or press the scroll keys to select Late to Open Time.
2. Press [\*] to open a days of the week sub menu. Scroll the days of the week and press [\*] to set the time for that day.

OR

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 desired time. After you enter the fourth digit the screen will revert 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 will not display.
4. Continue setting the time for the desired days of the week. When finished press [#] to return to the Ready state.

**LCD Display**

```
Press (*) for <>
Late to Opn Time
```

```
Press (*) for <>
Sunday
```

```
Set 24Hr Time
Enter HH:MM 9999
```

NOTE: If you enter an invalid time the error tone will sound.

## 8.8 Changing the Brightness of the LCD keypad

To change the LCD brightness:

1. From the User Function menu use the shortcut keys [1][2] or using the scroll keys select Bright Control and press [\*].
2. Enter the 2 digit value or scroll to the desired brightness level and press [\*] to return to the previous menu.
3. Press [#] to return to the Ready state.

**LCD Display**

```
Press (*) for <>
Bright Control
```

```
Brightness <>
Level... XX
```

## 8.9 Changing the Contrast of the LCD keypad

To change the LCD contrast:

1. From the User Function menu use the shortcut keys [1][3] or use the scroll keys to select Contrast Control and press [\*].
2. Enter the 2 digit value or scroll to the desired contrast level and press [#] to return to the previous menu.
3. Press [#] to return to the Ready state.

**LCD Display**

```
Press (*) for <>
Contrast Control
```

```
Contrast <>
Level... XX
```

## 8.10 Setting the Buzzer Volume

To change Buzzer volume:

1. From the User Function menu use the shortcut key [1][4] or press the scroll keys to select Buzzer Control and press [\*].
2. Enter the 2 digit value or scroll to the desired volume level and press [#] to return to the previous menu.
3. Press [#] to return to the Ready state.

**LCD Display**

```
Press (*) for <>
Buzzer Control
```

```
Buzzer <>
Level... XX
```

## 8.11 Setting the Voice Prompt Volume

This feature is only available when using an HS2LCDWFPV wireless keypad.

To change Voice Prompt volume:

1. From the User Function menu use the shortcut key [1][5] or press the scroll keys to select Voice Prompt and press [\*].
2. Enter the 2 digit value or scroll to the desired volume level and press to return to the previous menu.
3. Press [#] to return to the Ready state.

### LCD Display

```
Press (*) for <>
Voice Prompt
```

```
Voice Prompt <>
Level... XX
```

## 8.12 Setting the Voice Chime volume

This feature is only available when using an HS2LCDWFPV wireless keypad.

To change Voice Chime volume:

1. From the User Function menu use the shortcut key [1][6] or press the scroll keys to select Voice Chime and press [\*].
2. Enter the 2 digit value or scroll to the desired volume level and press [#] to return to the previous menu.
3. Press [#] to return to the Ready state.

### LCD Display

```
Press (*) for <>
Voice Chime
```

```
Voice Chime <>
Level... XX
```

## 8.13 User's Walk Test

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. It is recommended you perform system tests during off-peak hours, such as early morning or late evening.

To initiate a Walk Test:

1. From the ready state press [\*][6] and enter the [Master Code] to access User Functions.
2. Press [08] 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 (zone) in sequence. A squawk occurs at the keypad, all LEDs on the keypad will flash and the violation will be recorded in the Event Buffer.
4. Restore zones. Press [\*][6][Master Code][8] to end the Walk Test. The system will notify the Central Station that the walk test has been terminated.

### LCD Display

```
Press (*) for <>
User Functions
```

```
Press (*) for <>
Walk Test
```

NOTE: Fire zones, the 'F' key, and 2-wire smoke detectors are excluded from this test. Violation of these zones will 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 within 15 minutes of activating the Walk Test, the system will automatically exit the Walk Test and resume normal operation.

NOTE: This feature is not available in CP-01 panels.

To Enable/Disable a Walk Test:

1. From the User Function menu, use the shortcut key [08] or press [<] [>] to scroll to Walk Test.
2. Press [\*] to enable/disable the Walk Test feature.

### LCD Display

```
Press (*) for <>
Walk Test
```

```
Walk Test
is Enabled
```

3. Or, when finished press [\*] to return to the Ready state.

Walk Test is Disabled
--------------------------

## 8.14 Trouble Conditions

Occasionally, you may have a problem with your Alarm Controller or telephone line. If this happens, your Alarm Controller identifies the problem and displays an error message. Refer to the provided list 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 once every 10 seconds.
- Press the [\*] key to silence the keypad beeps.

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.

NOTE: For UL installations, **Access Code Required for [\*][2]** must be enabled by the installer. When enabled, trouble beeps are silenced when the [\*][2] menu has been entered and exited.

NOTE: For wireless Fire or CO device low battery and tamper troubles, trouble beeps restart in four hours after being silenced if the trouble condition is not removed.

Arming of your system may be impeded by a trouble. To override this condition, enter [\*][2], scroll to Acknowledge All Troubles and press [\*] or enter 99.

Trouble Condition	Trouble # Level 1	Description	Trouble Trouble Notification		
			Trouble Types #	Level 2	Level 3
NOTE: Trouble numbers are used to identify and view the trouble and depending on the keypad type being used, identifies which LED or digit illuminates to display the trouble. Similarly, Trouble Notification identifies the range that may be displayed on the keypad. When exploring the trouble levels, the Trouble indicator will flash to identify which level you are currently viewing.					
Service Required	01	Assorted Trouble types. Time and Date troubles can be resolved by resetting the Time/Date. To set Time/Date press [*][6][0][1]. For all other troubles call for service.	Bell Circuit	01	
			RF Jam	02	
			Auxiliary Supply	03	
			Loss of clock	04	
			Output 1 Fault	05	
Battery Trouble	02	The system has detected a battery trouble condition. Call for service.	Low Battery (System Label)	01	n/a
			No Battery service (System Label)	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 No Battery	08	Power supply 1-4



Trouble Condition	Trouble # Level 1	Description	Trouble Types #			Trouble Notification	
			Level 2		Level 3	Level 3	
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 supply 1-4		
			High Current Output	06	Output terminal 1-4		
			Output Expander	08	Output module 1-16		
			HSM2955 Bus Voltage (Audio Expander)	09	n/a		
AC Troubles	04	The system is experiencing loss of power. Call for service. If the building and/or neighborhood has lost electrical power, the system will continue 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. Call for service.	Gas				
			Heat				
			CO				
			Freeze				
			Probe Disconnected				
			Fire				
			Zone	01	Zone label or 001-128		
			Keypad	02	Keypad 1-16		
			Siren	03	Siren 1-16		
			Repeater	04	Repeater 1-8		
Device Battery	06	The system has detected an issue with one or more of the 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		

Trouble Condition	Trouble # Level 1	Description	Trouble Types #		
			Level 2	Level 3	Trouble Notification
Device Tamper	07	The system has detected a tamper condition with one or more devices on the system. 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	Audio Station 1-4
RF Delinquency	08	The system has detected wireless signal interference that is causing improper system operation. 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. 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
Module Tamper	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

Trouble Condition	Trouble # Level 1	Description	Trouble Types	Trouble #	Trouble Notification
				Level 2	Level 3
Communications	11	The system has detected a communication trouble. Call for service.	TLM Trouble	01	n/a
			FTC Trouble	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. If the trouble does not restore within 20 minutes, call for service.
Keypad	02	Keypad 1-16			
Siren	03	Siren 1-16			
Repeater	04	Repeater 1-8			
User	05	Users 01-1000			

## 9.0 Managing Partitions

A partition is a limited area of the premises which 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 via access code. A master code can access the entire system and partitions, while a user code is limited to assigned partitions.

### 9.1 Partitions

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

NOTE: Access to this feature must be configured by installer.

#### 9.1.1 Single Partition Operation

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

Single partition keypads behave as follows:

- Displays the armed state of the partition.
- Displays open zones, if assigned to the partition the keypad is on.
- Displays bypassed zones and allows zone bypassing or creating bypass groups of 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.
- Allows the door chime to be Enabled/disabled.
- System test (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.

#### 9.1.2 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 may be configured to behave 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. The status of each partition will be identified by a partition flag. For an explanation on partition flags, see the following table.

##### To Loan a Keypad to Another Partition

1. Press and hold the [#] key for 2 seconds and enter the access code.

**LCD Display**

1	2	3	4	5	6	7	8
R	R	-	-	-	-	-	N

2. Select a partition by pressing  and  and [\*]. The keypad is temporarily loaned to another partition. If the keypad is inactive for more than 30 seconds, it reverts to its original partition.

##### Partition Flags

###### LCD Display

1	2	3	4	5	6	7	8
R	X	A	!	E	-	-	N

Flag	Description
1-8	Partition number
R	Partition is ready to be armed
X	Partition is in exit delay
N	Partition is not ready to be armed
!	Partition is in alarm
E	Partition is in entry delay
-	Partition is not configured
A	Partition is armed

## 9.2 Fire and CO Zone Types

- If a Fire zone generates an alarm only the partition the fire zone is assigned to will go 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 will go into alarm.
- One or more fire keypads may 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 may 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.

## 10.0 Additional Features

### 10.1 Turning the Chime ON/OFF

Turning the chime on audibly notifies you whenever an entry/exit sensor is tripped.

#### To turn the Chime ON or OFF

Press to toggle the Chime ON or OFF for the current partition. An access code may be required to change this setting.

#### LCD Display

```
Door Chime
Feature ON
```

```
Door Chime
Feature OFF
```

### 10.2 Audio Verification

Allows the monitoring station to initiate a 2-way audio (talk/listen) or 1-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.

### 10.3 Visual Verification

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

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

NOTE: Must be enabled and configured by installer.

#### 10.3.1 System Lockout due to Invalid Attempts

If too many invalid access codes are entered, your system can be configured to automatically lock out inputs from all keypads, wireless and proximity keys, and SMS commands for a specified duration. When any keys are pressed, an error tone will sound. FMP keys are still active during Keypad Lockout.

NOTE: Feature and lockout duration must be configured by installer.

### 10.4 Command Outputs

While being useful for many applications, Command outputs are typically configured to operate items such as garage doors or electric gates. Additionally, Command outputs can be assigned to follow a schedule configured by your installer.

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

Must be configured by installer.

To activate a Command Output:

1. Press [\*][7] and if required enter your [access code].

OR

press [\*] and use the scroll keys to navigate to Output Control.

2. Press the number configured to the command output

OR

use the scroll keys to navigate to the desired command output and press [\*].

#### LCD Display

```
Output Control <>
Scroll to View
```

```
Output
Activated
```

To configure a Command Output to Follow Schedule:

1. Press [\*][7] and use the scroll keys to navigate to Follow Schedule and press [\*], followed by your access code.

OR

press [\*][7][9][User Code].

#### LCD Display

```
Output Control <>
Scroll to View
```

then

```
Press (*) to
Follow Schedule
```

2. Press the command output #(1-4) to toggle scheduling and if required enter your [access code]

Partition 1 <>
Command O/P 1 Y

OR

use the scroll keys to navigate to the desired command output and press to toggle scheduling and if required enter your [access code].

## 10.5 Burglary Verification

The Control Panel includes cross zone and sequential detection features that require a trip on two or more zones within a given time period, to generate a confirmed alarm and immediate police response.

NOTE: Must be enabled and configured by installer.

## 10.6 Swinger Shutdown

The Control Panel has a swinger shutdown feature that when enabled a programmable number of trips shall shut down the zone. All burglary zone types have this feature enabled in CP-01 installations.

NOTE: Must be enabled and configured by installer.

## 10.7 Call Waiting

The Control Panel 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: Must be enabled and configured by installer.

## 10.8 Fire Alarm Verification

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

NOTE: Must be enabled and configured by installer.

## 11.0 Safety Instructions

This equipment is stationary-fixed and must be installed by Skilled Persons only (Skilled 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! 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:**

- 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 Skilled Persons only.
- Use authorized accessories only with this equipment.
- Do not leave any object on the top of the cabinet of this equipment.
- Do not spill any liquids on the cabinet.
- Do not touch the equipment and its connected cables during a lightning storm; there may be a risk of electric shock.
- Ensure that cables are positioned so that accidents cannot occur.
- Do not subject cables to an excessive mechanical strain.

### 11.1 Regular Maintenance

Keep your Alarm Controller in optimal condition by following all the instructions that are included within this manual and/or marked on the product. It is the end-user and/or 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 may enter through holes in the Alarm Controller and cause damage and/or create hazards.
- Do not use any water or any other liquid.
- Do not wipe the front cover with alcohol.

NOTE: There are no parts replaceable by the end-user within this equipment, except for the keypad batteries. Dispose of used batteries as per local rules and regulations.



## 12.0 Locating Detectors and Escape Plan

The following information is for general guidance only and it is recommended that local fire codes and regulations be consulted when locating and installing smoke and CO alarms.

### 12.1 Smoke Detectors

Research has shown that all hostile fires in homes generate smoke to a greater or lesser extent. Experiments with typical fires in homes indicate that detectable quantities of smoke precede detectable levels of heat in most cases. For these reasons, smoke alarms should be installed outside of each sleeping area and on each storey of the home.

The following information is for general guidance only and it is recommended that local fire codes and regulations be consulted when locating and installing smoke alarms.

It is recommended that additional smoke alarms beyond those required for minimum protection be installed. Additional areas that should be protected include: the basement; bedrooms, especially where smokers sleep; dining rooms; furnace and utility rooms; and any hallways not protected by the required units. On smooth ceilings, detectors may be spaced 9.1m (30 feet) apart as a guide. Other spacing may be required depending on ceiling height, air movement, the presence of joists, uninsulated ceilings, etc. Consult National Fire Alarm Code NFPA 72, CAN/ULC-S553 or other appropriate national standards for installation recommendations.

- Do not locate smoke detectors at the top of peaked or gabled ceilings; the dead air space in these locations may 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 may 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 38°C (100°F) or falls below 5°C (41°F).
- Smoke detectors should always be installed in USA in accordance with Chapter 29 of NFPA 72, the National Fire Alarm Code.

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).

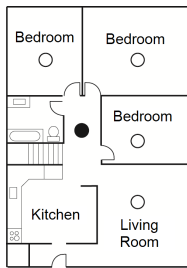


Figure 1

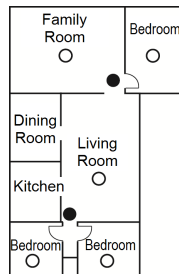


Figure 2

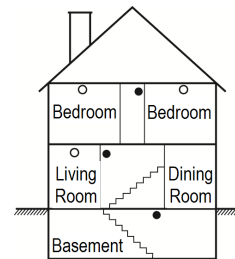


Figure 3

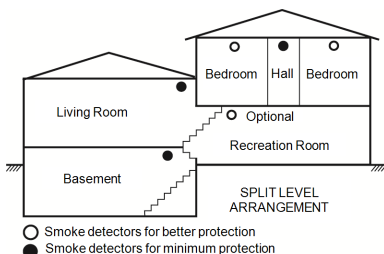


Figure 3a

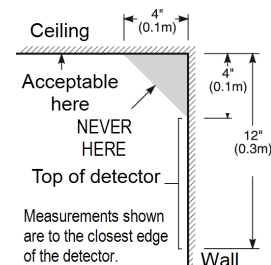


Figure 4

## 12.2 Fire Escape Planning

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

1. Every family member should participate in developing the escape plan.
2. 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.
3. 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 will know 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.

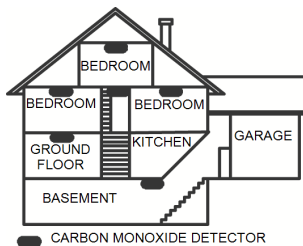


Figure 5

## 12.3 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; therefore, CO detectors should be located in or as near as possible to sleeping areas of the home. For maximum protection, a CO alarm should be located outside primary sleeping areas or on each level of your home. Figure 5 indicates the suggested locations in the home.

Do NOT place the CO alarm in the following areas:

- Where the temperature may drop below  $-10^{\circ}\text{C}$  or exceed  $40^{\circ}\text{C}$
- 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 will damage the detector

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

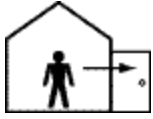
## 13.0 Reference Sheets

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

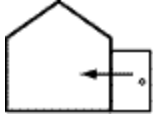
### 13.1 System Information

Mark if Buttons are Enabled

[F] FIRE [M] Medical [P] PANIC



The Exit Delay Time is \_\_\_\_\_ seconds.



The Entry Delay Time is \_\_\_\_\_ seconds.

### 13.2 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.

### 13.3 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	
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

Zone	Protected Area	Sensor Type	Zone	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		
43			44		
45			46		
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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		

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

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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.

Always ensure you obtain the latest version of the User Guide. Updated versions of this User Guide are available by contacting your distributor.

## 15.0 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, barbecues, 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.



---

## 16.0 EN50131 Compliance and Certification

This product meets the requirements of Class II, Grade 2 equipment as per EN50131-1: 2006+A1:2009, EN50131-3:2009, EN50131-6:2008+A1:2014 (Type A), EN50136-1-1:1997, EN50136-2-1, EN50136-2-3 (ATS2) Standards.

This device is suitable for use in systems with the following notification options.

- A (use of two warning devices and internal dialer required)
- B (self-powered warning device and internal dialer required)
- C (use of DSC compatible alternate communicator in back-up or redundant mode)
- D (use of DSC compatible alternate communicator with encryption enabled required.)

For EN50131 compliant installations only the intrusion portion of the alarm system has been investigated. Fire Alarm and Auxiliary (Medical) Alarm functions were not included in the evaluation of this product under the requirements of the above mentioned standards. Additional features implemented for EN 50131 Grade 2:

- Fire alarm and CO alarm annunciation
- Auxiliary (medical) alarm annunciation
- Optional feature implemented for EN 50131 Grade 2:
- Removal from mounting tamper detection for non wire-free components

The models HS2128, HS2064, HS2032, HS2016 Control Panel has been certified by Telefication according to EN50131-1:2006 +A1:2009, EN50131-3:2009, EN50131-6:2008+A1:2017 (Type A) and EN50136-1:1997 (ATS2) for Grade 2, Class II.

Compliance labeling should be removed or adjusted if non-compliant configurations are selected.

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## 17.0 Regulatory Information

### EUROPEAN CE COMPLIANCE STATEMENT

This product is in conformity with the Electromagnetic Compatibility Directive 2014/30/EU, the Low Voltage Directive 2014/35/EU, and the ROHS3 Directive (EU) 2015/863.

### SIMPLIFIED EU DECLARATION OF CONFORMITY

Hereby, Tyco Safety Products Canada Ltd declares that the radio equipment type is in compliance with Directive 2014/53/EU. The full text of the EU declarations of conformity for the models mentioned below are available at the following internet addresses:

HS2LCDRF(P)4: <http://dsc.com/pdf/1401057>

HS2LCDRF(P)8: <http://dsc.com/pdf/1401058>

HS2LCDWF(P)(V)4: <http://dsc.com/pdf/1401061>

HS2LCDWF(P)(V)8: <http://dsc.com/pdf/1401062>

Frequency Band / Maximum Power

g1 433.04MHz – 434.79MHz/10mW

h1.4 868.0MHz – 868.6MHz/10mW

h1.5 868.7MHz – 869.2MHz/10mW

a3 119MHz – 135MHz - 66 db $\mu$ A/m @10m

European single point of contact: Tyco Safety Products, Voltaweg 20, 6101 XK Echt, Netherlands

### New Zealand Telecom Statement

#### General Warning

The following is a list of warnings applicable when this equipment is connected to the New Zealand Telecom Network. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

#### Reverse Numbering (Decadic Signalling)

Decadic signaling should not be used as it is being progressively phased out of the network. DTMF dialling is 100% available and it should always be used.

#### Line Grabbing Equipment

This equipment is set up to carry out test calls at predetermined times. Such test calls will interrupt any other calls that may be set up on the line at the same time. The timing set for such test calls should be discussed with the installer. The timing set for test calls from this equipment may be subject to 'drift'. If this proves to be inconvenient and your calls are interrupted, then the problem of timing should be discussed with the equipment installer. The matter should NOT be reported as a fault to Telecom Faults Service.

#### D.C. Line Feed To Other Devices

During dialing, this device unit does not provide DC voltage to the series port connection and this may cause loss of memory functions for the terminal devices (local telephone) connected to T-1, R-1.

#### General Operation (ringer sensitivity and loading)

This device only responds to Distinctive Alert cadences DA1 and DA2.

In the event of any problem with this device, it is to be disconnected. A CPE item connected to one of the device's terminal ports may be connected directly in its place. The user should then arrange for the product to be repaired. Should the matter be reported to Telecom as a wiring fault, and the fault is proven to be due to this product, a call-out charge will be incurred.

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