

DSC Quick Reference Guide
(PC1555, 5010, 1616, 1832, 1864)

TO ARM ENTIRE SYSTEM – BOTH INTERIOR AND PERIMETER

- Close all windows and doors (the green Ready light will turn on)
- Press and hold Away for two seconds (the keypad will beep rapidly 5 times and the red Armed light will turn ON)
- Exit premises before the delay time expires

TO DISARM SYSTEM WHEN YOU RETURN

- When you enter through the door, the keypad will emit a steady warning tone
- Enter your 4-digit User Code (the armed light will turn off)
- If you make an error, press the # and enter the 4 digit code again

TO ARM THE PERIMETER OF BUILDING AND STILL MOVE FREELY INSIDE

- Press and hold Stay for 2 seconds (keypad will beep)

TO ARM SYSTEM WITH DOOR OR WINDOW OPEN

- Press * 1 while disarmed
- The bypass light will flash
- Enter the 2-digit zone number to be bypassed
- To exit the Bypass function press #

TO SILENCE ALARM

- Enter your 4 digit Master Code or User Code

WHEN TROUBLE LIGHT COMES ON

- Press * 2
- Some keypads will describe the Trouble (full message keypads); others will identify the Trouble number (fixed-message and LED keypads)

LED Digit	Trouble Condition	Comments	Action
1	Service Required	Define Panel Type and Consult User Manual .	<p>On PC1555 & PC1616 the 1 means a low panel battery.</p> <p>On PC5010 /5020/ 1832/ 1864 if the 1 comes up press 1 and one or more of the following numbers will be lit, indicating the type of service required:</p> <ol style="list-style-type: none"> 1. Low panel battery 2. Bell Circuit Trouble 3. General System Trouble 4. General System Tamper 5. General System Supervisory 6. PC5204 Low Battery (Change battery in power supply) 7. PC5204 AC Fail (Power supply has no AC power to it). <p>On a low panel battery the customer can change it themselves by calling the monitoring station to put the account on test. Open panel using a Robertson screwdriver and the door will swing outward. Remove old battery and connect the new battery to the negative and positive inputs. More simply put red to red and black to black.</p>
2	Loss Of AC Power	If the building or neighborhood has lost electrical power, the system will continue to operate on the battery for several hours	If there is no power outage have the customer confirm breakers are on and the transformer is plugged in. If yes schedule a tech to attend.
3	Telephone Line Fault	The system has detected a telephone line fault	The customer should call their telephone provider. If they feel it is the alarm they can disconnect their dmarc (located near panel) to see if dial tone returns. If so the alarm must be serviced and if not the telephone company should go out to repair.
4	Failure to communicate	The system attempted to communicate with the monitoring station, but failed. This maybe due to trouble on the phone line or an interruption in service. Confirm the customer's phone number is still current and no changes have been made. If the phone line has been switched we will need to connect to that new line.	Put account on test with the monitoring station and warn the customer the signal sent will interrupt your conversation. If you hear the panel dialing but you do not get cut off hang up with the customer as the signal should transmit.. Have the customer press the auxiliary button by pressing and holding the keypad panic. On the 5501/5500/5532 keypads press the two grey keys down at the same time next to the exclamation mark. Verify signals with station. If there is nothing a service call is required.
5	Zone Fault	The system is experiencing difficulties with one or more sensors on the system. Press 5 to bring up the troubled zone. Either the LED will light up behind the number or the zone will be displayed on the LCD screen	Ask customer if work has been done or around this zone e.g. a nicked wire or moved PIR due to painting. This will most likely require a site visit.
6	Zone Tamper	The system has detected a tamper condition on one or more sensors on the system. Press 6 to bring up the troubled zone. Either the LED will light up behind the number or the zone will be displayed on the LCD screen.	Ask customer if work has been done or around this zone e.g. a PIR moved due to painting or an open device after changing the low battery. If the latter occurs assure the cover is on snapped into place on the PIR or contact If the device is hardwired assure the contacts are aligned and PIR has not been moved. If the above does not work a site visit is required.
7	Zone Low Battery	If the system has been equipped with wireless sensors, one or more has reported a low battery condition. Press 7 to bring up the trouble zone. Either the LED will light up behind the appropriate number or the zone will be displayed on the LCD screen	Once the device has been determined tell the customer the batteries they will need. To change a battery on the PIR place the palm of the hand below and gently push up. Once off the bracket turn the PIR around and the batteries will be on the back. Replace and remount PIR. On Door or window contacts take a small flathead screwdriver and insert into the notch located on the case and gently twist to open. Lift up and pull the case outward to open. Insert battery Attach cover until it clicks and confirm zone is clear on keypad. Describe how to replace the batteries. If the above does not work as site visit is required.

TO ENABLE DOOR CHIME FEATURE

- Press and hold the door chime button for 2 seconds. Or press * 4 to toggle feature on and off.
- 3 beeps = ON; 1 long beep = OFF

CHANGING KEYPAD BUZZER TONE

- If using a PK5500 keypad, press * 6 and enter the 4-digit Master Code then proceed with the following:
 - Scroll to the phrase “Buzzer Control” and press *
- If using an LED or fixed-message keypad press *6 and enter the 4-digit master code then proceed with the following:
 - Press and hold < (Left Arrow)
 - The tone will change
 - When the desired tone is identified, release the < (left arrow)

ALARM MEMORY DISPLAY

The system is designed to remember alarms that occur while the system was armed. Upon disarming and if an alarm occurred, the Memory light will turn on. The zone(s) which caused the alarm will be illuminated on the keypad.

- Press * 3 to view the alarms
- Press # to exit
- Arm and disarm system to clear the memory.

TESTING THE ALARM SYSTEM

It is recommended that the system be tested weekly.

- Inform the monitoring station that you are testing
- Disarm the system. In the disarmed mode, the ready light should be on.
- Perform a Bell/Battery test by pressing * 6 _ _ _ _ (Master code) 4. The Bell and keypad buzzer will sound for two seconds. Press # to exit.
- Arm the alarm system in away mode. After the exit delay expires proceed to activate each sensor e.g. open door or window, walk in a motion detector area. Restore the sensor to normal e.g. close door or window and stop motion. Disarm the system upon testing all devices.
- **NEVER** have a customer use an open flame or burning materials to test their smoke detector. They can press and hold in the test button to send a signal to the station. Or a tech can attend to test.

- Press * 3 to view the alarm. Press # to exit. Arm/Disarm system to clear the memory.
- When testing is complete, call and advise the monitoring station.

PROGRAMMING ACCESS CODES

Access codes can be programmed when the system is disarmed.

- Press * 5 and enter the 4-digit Master Code
- 1 long beep indicates an error and press # and enter the Master Code again
- After 4 short beeps the program light will flash and the zone lights will show which of the codes have already been programmed 1-32. To enter a new code or change an existing code type in the user spot e.g., 08 and then the new 4-digit code. Press # after.
- 5 _ _ _ _ (M/C) _ _ (user spot) _ _ _ _ (code) #
- On a partitionable system consult manual for directions on how to assign codes to
- To erase a code, follow the above procedure but instead of a user code press * four times. This will erase the existing code and leave this slot blank for future use.
- Arm and disarm the system with the new code to confirm programming.
- **ALWAYS** remind the client to document any code changes and store them in safe place.
- Master Code can only be changed by the Installer or via upload.