

# GT 601

## User Manual



# Contents

User Information .....	2
Introduction.....	3
User Code Types .....	3
Setting the System .....	6
Unsetting the System .....	8
Part Setting the System.....	8
Quick Part Setting System.....	9
Area Setting.....	10
Removing Zones .....	11
Viewing the Event Log (Master code only) .....	13
Changing the Chime Status (Master code only) .....	14
Programming & Deleting User Codes (Master code only) .....	16
Programming Time & Date .....	19
Vo-Comm (if fitted) .....	20
Vo-Comm Programming (if fitted) .....	20
Using Vo-Comm (if fitted) .....	23
Messages from Vo-Comm .....	23
User Initiating Remote Access (Optional).....	24
Resetting After an Alarm .....	25
Setting Engineer Authorisation .....	28
Mains Failure.....	30
Setting the system with Mains Fail .....	30
Re-setting the display after a Mains Fail.....	31
Setting the system with Line Fault .....	32
System G-Tag .....	33
Advanced Code Programming (Control Codes).....	34
Advanced Setting and Unsetting Using Group Area Codes .....	37
Setting Using Group Area Code .....	37
Programming Group Area User Codes .....	38
Setting Using Group Master & Group Main Codes.....	41
Unsetting Using Group Area Code .....	42
Unsetting Using Group Master & Group Main Codes.....	42
Adding Areas to a System with Area(s) Already Set Group Master & Group Main Codes .....	43
Display Blanking.....	44
End User Training .....	44
Testing /Servicing Your System .....	44
Keypad Alert.....	45
Keypad Tamper.....	45
System Tamper .....	45
User Chart.....	50

## **User Information**

**Customer Name:-**

--

**Customer Address:-**

--

--

### **System Information**

No of Keypads

Keypad 1 Location	Type
-------------------	------

Keypad 2 Location	Type
-------------------	------

Keypad 4 Location	Type
-------------------	------

Keypad 5 Location	Type
-------------------	------

Keypad 6 Location	Type
-------------------	------

Keypad 7 Location	Type
-------------------	------

--

--

Keyswitch 1 Location, Area 1, User Code No.

Keyswitch 2 Location, Area 2, User Code No.

Keyswitch 3 Location, Area 3, User Code No.

Keyswitch 4 Location, Area 4, User Code No.

Keyswitch 5 Location, Area 5, User Code No.

Keyswitch 6 Location, Area 6, User Code No.

Keyswitch 7 Location, Area 7, User Code No.

--

--

External Proximity Reader 1 Location

External Proximity Reader 2 Location

Internal Proximity Reader 1 Location

Internal Proximity Reader 2 Location

--

**Installation Company Name:-**

--

--

**Installation Company Address:-**

--

--

--

**Installation Company:** Tel. \_\_\_\_\_ Fax. \_\_\_\_\_

E-mail \_\_\_\_\_

Web Address \_\_\_\_\_

**Other Information:-**

--

--

**Note: THIS SECTION MUST BE COMPLETED BY THE INSTALLATION ENGINEER.**

## **Introduction**

---

The *GT 601* Control Panel can control up to 136 zones with 99 individual Users. Control of the system is via Remote Keypads (RKPs). Control is also possible via Proximity Reader(s). Facility is provided for Central Station and/or Vo- Comm (message communication) to inform of system status and alarm events. Vo- Comm messages may be sent to standard land line telephones or mobile telephones. Please take time to familiarise yourself with the type of equipment fitted to your premises as it will prove invaluable whilst using this manual.

### ***IMPORTANT USER INFORMATION***

If the Control Panel is ***non EN*** then all displays will be shown and “***ENTER CODE CHECK***” will not be displayed.  
***All information displays will remain until cleared by the User.***

## **User Code Types**

Master Level User Code BS / EN2 (default) - **5678**  
EN3 (default)- **005678**

Several types of User Codes are available on the *GT 601*, and each type allows different levels of access. The *GT 601* Control Panel can have a total of 99 User codes programmed by a Master Level User Code, the User number 1 will always be a Master Level User but the remaining 98 User Codes may be programmed to the required level of access.

***You will be advised by your installation company on the code length required.***

The Code Levels should be viewed as four groups, Global codes that give system control, Area codes that give area control, Group codes giving control of more than 1 area and Control codes giving control off outputs.

The User Code levels available and the functions available for the levels are:-

### **Global Code Levels (affecting full system)**

Set Only	Only Allows for the setting of the system.
Main	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Unsetting.
Master	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Viewing the Log, Chime On/Off, Program User Codes, Set Time/Date, Unsetting.

### **Area Code Levels (affecting areas only)**

Area 1	Allows Area 1 Setting, Area 1 Part Setting, Area 1 Unsetting.
Cleaner	Full System Setting (from unset system), Cleaner Area Unsetting (from set system), Cleaner Part Set (from part cleaner set system).
Area 2	Allows Area 2 Setting, Area 2 Part Setting, Area 2 Unsetting.
Area 3	Allows Area 3 Setting, Area 3 Part Setting, Area 3 Unsetting.
Areas 4 - 7	Allows Areas 4 - 7 Setting, Areas 4 - 7 Part Setting, Areas 4 - 7 Unsetting.
Main 1	Allows Area 1 Setting, Area 1 Part Setting, Area 1 Zone Remove, Area 1 Test, Area 1 Unsetting.
Main 2	Allows Area 2 Setting, Area 2 Part Setting, Area 2 Zone Remove, Area 2 Test, Area 2 Unsetting.
Main 3	Allows Area 3 Setting, Area 3 Part Setting, Area 3 Zone Remove, Area 3 Test, Area 3 Unsetting.
Mains 4 - 7	Allows Areas 4 - 7 Setting, Areas 4 - 7 Part Setting, Areas 4 - 7 Zone Remove, Areas 4 - 7 Test, Areas 4 - 7 Unsetting.

### **Group Code Levels (affecting group or groups of areas)**

Group Master	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Viewing the Log, Chime On/Off, Program User Codes, Set Time/Date, Unsetting. Will also allow setting/unsetting of individual areas for greater system control
Group Main	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Unsetting. Will also allow setting/unsetting of individual areas for greater system control
Group Area	Allows group setting/unsetting/part setting of a selected group of areas.

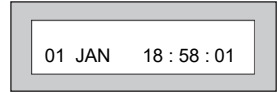
***Group Area Codes are classed as an Advanced User Function as they allow for greater flexibility on systems that are using multiple areas. For details on using Group Area Codes please refer to the section Advanced Setting and Unsetting Using Group Area Codes on page 38.***

**Control Code Levels (affecting an output)**

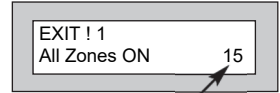
Control                      Allows an output that has been pre-programmed by the installation company to be operated.  
May also have an attribute of Can or Can't Unset. ***Control level codes can never Set a system.***

## **Setting the System**

- 1) With the display showing:-
- 2) Enter your **User** code.



(Followed by YES if a **Master** or **Main** type code has been used). The display will show:- and a continuous exit tone will sound. (See "Pre-Exit Check" note below and/or "Pre-Exit Check in Wireless Installations" on page 7)



Time will count down

**Note:** *Count down in display depends on the setting mode programmed by the Engineer.*

- 3) Exit the premises via the authorised exit route. (The exit tone will change if any detectors are violated during exit).
- 4) Once the premises are secure listen, (from outside the protected area) that the exit tone returns to the continuous tone.
- 5) Wait until the exit tone finishes before leaving.

**Note: 1 Setting the system with an area code will set only the area(s) associated with that code.**

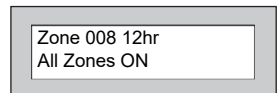
**Note: 2 Setting an unset system with a cleaner code will set the full system.**

**Note: 3 To Set the system with cleaner on-site Press CODE YES YES 0**

### ***Pre-Exit Check***

At the start of the setting procedure any non-exit routes that are open will sound a fault tone. The display will show, for example:-

If the fault clears within 20 seconds then the exit will begin, otherwise the display will return to Day (Unset) Mode.

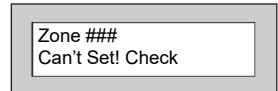


### ***Pre-Exit Check in Wireless Installations***

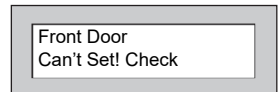
This feature is only applicable in wireless fitted installations. A zone (PIR, door contact etc.) will be rendered 'Not Ready' if it has not been heard by your Control Panel for 20 minutes.

When attempting to set your system, the Control Panel Keypad may show one of the following:-

**Note:**     *### is the Zone Number*



**Or**



### ***To Set the System***

- 1)       Enter your User code:
  
- 2)       Proceed to the Zone/Detector stated and operate the device.  
          (See note below).
  
- 3)       Repeat the setting procedure on page 6.

**Note:**     ***Door Contact - Activate it by opening and closing the door.***  
              ***PIR - Activate it by walking in front of the PIR***  
              ***Shock Detector - Active it by tapping until the GREEN LED is seen.***

### **Setting & Unsetting the System via a Key switch**

One of two types of key switch(es) may have been fitted to your system.

#### ***Normal***

To set the system with a normal key switch, insert the key and turn to the ON position then remove the key and exit.

To unset, insert the key and turn to the OFF position.

#### ***Biased***

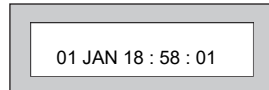
To set the system with a biased key switch, insert the key and turn it then return the key to the original position, remove the key and exit.

To unset, repeat this operation.



## Unsetting the System

- 1) Enter the premises via the authorised entry route (the broken entry tone will sound). Proceed to the keypad.
- 2) At the keypad enter a valid code, the display will show:-
- 3) The system is now unset.

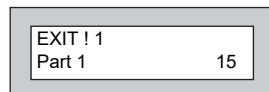
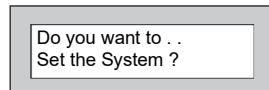
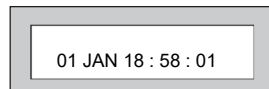


**Note:** *If an Area Code has been entered, only the area associated with that code will be unset.*

**Note:** *If a Cleaner Code has been entered, only the cleaner area will be unset.*

## Part Setting the System (using Master & Main type codes)

- 1) With the display showing:-
- 2) Enter a **Master** or **Main** type code, the display will show for example:-
- 3) Press 1, 2 or 3 (for Part 1, 2 or 3), the display will show for example:-



**Note:** *If a Global code (Master or Main) has been used, all areas that are being set will be Part 1 set.*

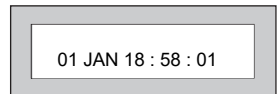
**Note:** *If an Area Main code has been used only Part 1 set for that associated area will occur.*

**Note:** *Your installation company will have informed you what zones are being removed (omitted) for the Part Set you are using. Refer to the System Attributes section for what zones have been programmed as Part Set zones.*

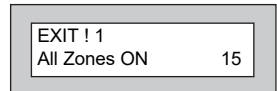
- 4) The exit tone may or may not be heard depending on the system settings.
- 5) Exit the premises or retire to an unprotected part of the system. At the end of the exit time either the exit sounder will stop, or a single beep will be emitted (depending on system settings).

**Part Setting System**  
**(using Area 1, 2 or 3 codes, Area codes 4 - 7)**

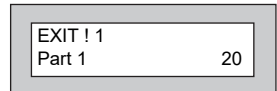
- 1) With the display showing:-



- 2) Enter an Area Code (1-7), the exit tone will sound and the display will show for example:-



- 3) Press NO then 1, 2 or 3 (for the Part Set you require), the display will show for example:-



- 4) The exit sounders may or may not be silent, this will depend on the system settings.
- 5) Exit the premises or retire to an unprotected part of the system. At the end of the exit time either the exit sounder will stop, or a single beep will be emitted (depending on system settings).

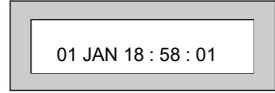
**Quick Part Setting System**

If required there is a quick method to Part Set the system regardless of the level of code being used (except Control Level). To Part 1 Set the system Enter YES, YES CODE. The system will now start to Part 1 Set.

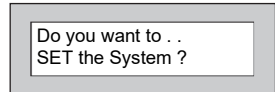
## **Area Setting** **(using Master or global Main codes)**

Areas will need to have been set up by the installation company.

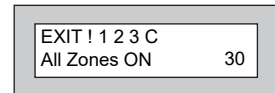
- 1) With the display showing:-



- 2) Enter a **Master** or **global Main** code, the display will show for example:-



- 3) Press YES to start setting the system, the exit tone will sound, and the display will show:-



- 4) To turn Area 1 Off press YES, 1  
**and / or**  
To turn Area 2 Off press YES, 2  
**and / or**  
To turn Area 3 Off press YES, 3  
**and / or**  
To turn the Cleaner Area Off press YES, 0

As areas are turned off, they will be removed from the display.

- 5) Exit the premises or retire to an un-protected area (as detectors are violated the continuous exit tone will change).

**Note:** ***Areas must first be programmed by the installation company before they will appear on the display.***

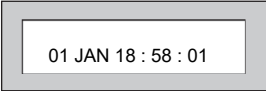
## **Area Setting (using Area codes)**

Area codes are only effective to their own area except for the cleaner area. This may be turned off by an area code (only if all areas are in the unset condition).

## **Removing Zones** **(Master & Main codes only)**

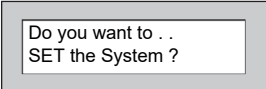
If programmed by the installation company individual zones may be removed, this may only be done by a **Master** or **Main** level of code. If a zone has **not** been programmed as 'Remove' an error message will be displayed when trying to remove it. **It should be noted that if an Area Main code is being used, only zones associated with that area may be removed.**

1) With the display showing:-



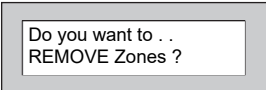
01 JAN 18 : 58 : 01

2) Enter a **Master** or **Main** level code, the display will show:-



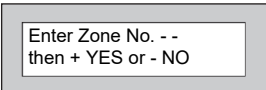
Do you want to . .  
SET the System ?

3) Press NO, the display will show:-



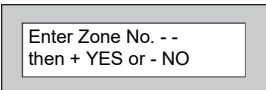
Do you want to . .  
REMOVE Zones ?

4) Press YES, the display will show:-



Enter Zone No. - -  
then + YES or - NO

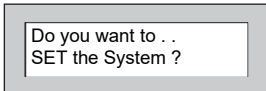
5) Enter the zone number you wish to remove followed by YES (pressing NO will 'un-remove' a zone), the display will show:-



Enter Zone No. - -  
then + YES or - NO

6) Repeat step 5 until you have removed all the required zones.

7) Press 0 to escape, the display will show:-



Do you want to . .  
SET the System ?

8) Press YES, the continuous exit tone will sound.

9) Exit the premises via the authorised exit route ( the exit tone will change as detectors are violated). When the premises are secure listen that the exit tone returns to the continuous tone. Wait until the exit tone finishes before leaving.

**Note: Zone remove is only effective for the one set.**

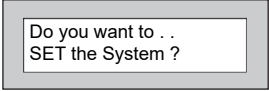
## **Testing the System (Master & Main codes only)**

1) With the display showing:-



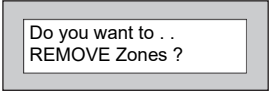
01 JAN 18 : 58 : 01

2) Enter a **Master** or **Main** level code, the display will show:-



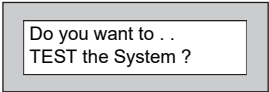
Do you want to . .  
SET the System ?

3) Press NO, the display will show:-



Do you want to . .  
REMOVE Zones ?

4) Press NO, the display will show:-



Do you want to . .  
TEST the System ?

5) Press YES, the display will show:-



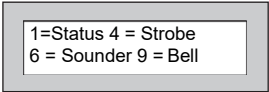
Test ALL Areas ?

6) Press YES to test the full system.

**or**

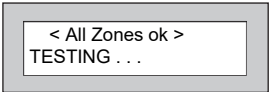
NO. Then select the area you wish to test. Then press

Yes. The display will show:-  
for 3 seconds.



1=Status 4 = Strobe  
6 = Sounder 9 = Bell

7) The display will then show:-

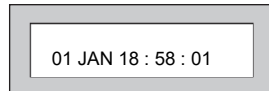


< All Zones ok >  
TESTING . . .

8) Pressing 1 will enter zone Status mode (All zones will show on the display and will be deleted as each zone is triggered). Press 0 to escape.  
Pressing 6 will silence the internal sounder,  
Pressing 4 will toggle the Strobe On/Off,  
Pressing 9 will toggle the Bell On/Off

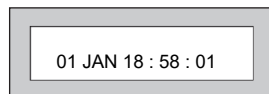
9) Whilst in Test mode any zones violated will sound the internal sounder (if it has not been silenced) and show on the display.

10) When you have finished testing the system press 0 twice, the display will show:-

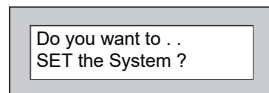


### **Viewing the Event Log** **(Master code only)**

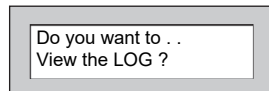
1) With the display showing:-



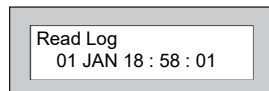
2) Enter a **Master Code**, the display will show, for example:-



3) Press NO three times, the display will show:-

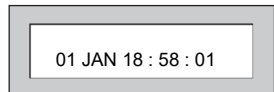


4) Press YES, the display will show, for example:-



- 5) This is the most recent event in the log.
- Whilst viewing the Log,
- Pressing NO will move back to the previous event.
- Pressing YES will move forward to the next event.
- Pressing 7 will take you to back to the last event of the previous day.
- Pressing 9 will take you forward to the first event of the next day.
- Whilst viewing a zone descriptor pressing 5 will show the zone number

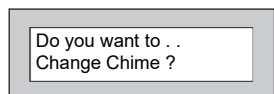
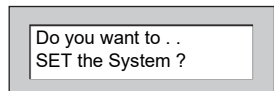
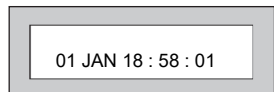
- 6) When you have finished viewing the Log press 0 twice the display will show:-



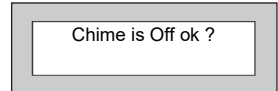
## ***Changing the Chime Status*** ***(Master code only)***

The Chime zones will have previously been programmed by the installation company. A Master level code may change the status of the Chime between On and Off. To do so proceed as follows:-

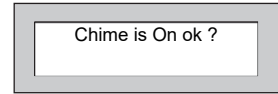
- 1) With the display showing:-
- 2) Enter a **Master Code**, the display will show for example:-
- 3) Press NO four times, the display will show:-



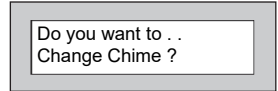
4) Press YES, the display will show for example:-



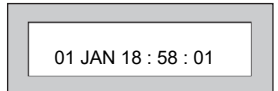
**Or:-**



5) Press NO to change the status of the Chime, then press YES, the display will show:-



6) Press 0 to escape, the display will show:-





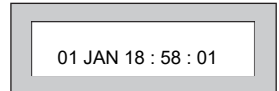
# **Programming & Deleting User Codes** **(Master code only)**

You will be advised by your installation company on the code length required. ***Under no circumstances should the actual user code be written down.***

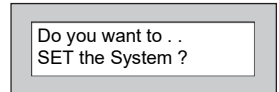
If your installation company has given you key switches for the operation of your system, the last five user codes may have been reserved for use by these key switches.

***If your engineer has indicated that some of the user numbers on your system have been reserved, you should not use them whilst programming user codes. If you do so your system may be adversely affected.***

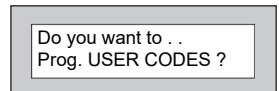
1) With the display showing:-



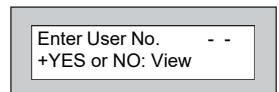
2) Enter a Master Code, the display will show:-



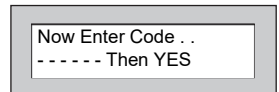
3) Press NO five times, the display will show:-



4) Press YES, the display will show:-



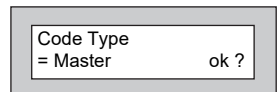
5) Enter the user number that you wish to program followed by YES, the display will show:-



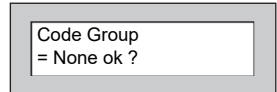
*If you need to see allocated user numbers, press NO then keep pressing YES to view used or spare numbers. If spare, press NO.*

6) Either Enter the User Code you require followed by YES  
***(If you wish to Delete a Code enter six Zeros followed by YES)***  
***Or***

Present your G-Tag to the Reader The display will show:-

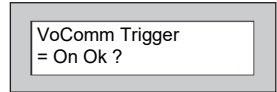


7) Press NO until the Code Type you require is displayed then press YES. Display will show:-  
(See pages 3, 4 and 5 for Code Types).



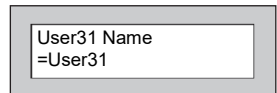
8) Code Groups are only used in conjunction with controlling outputs. This is dealt with in the Advanced Code Programming section (page 38) of this manual, Press YES to accept None.

9) The display will show:-  
This determines if using this user code to Set or Unset the system will trigger the Vo-Comm.  
(For more details on Vo-Comm please refer to the Vo-Comm section). Press NO until the setting you require is displayed (YES or NO). Then press Yes.



**Note:** *The Vo-Comm will need to be programmed for this option to work (please refer to the Vo-Comm section in this manual).*

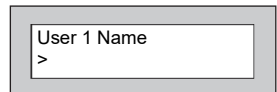
10) The display will show, for example:-



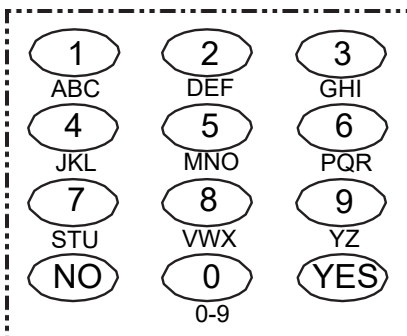
11) If you wish to accept the Username shown press YES and jump to step 15

**Or**

If you wish to change the Username shown press NO, the display will show:-



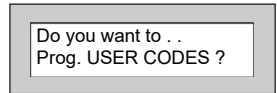
12) You may now enter up to nine characters for the username using the layout shown below for the allocation of characters.



13) Referring to the character map enter the required character (pressing the 3 key will display 'G', pressing it again will show 'H' and again will show 'I '), once the correct character is displayed press YES and the display will move on to the next position.

14) Continue entering characters (up to 9). If you require a blank space press YES while the '-' is displayed

15) As you press YES for the ninth character (or if you have jumped from step 11) the display will change to:-

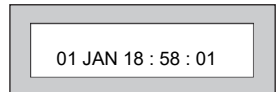


Do you want to . .  
Prog. USER CODES ?

16) If you wish to program other User Codes return to step 4

**Or**

Press 0 to return to:-



01 JAN 18 : 58 : 01

## Programming Time & Date

1) With the display showing:-

01 JAN 18 : 58 : 01

2) Enter a Master Code, the display will show:-

Do you want to . .  
SET the System ?

3) Press NO six times, the display will show:-

Do you want to . .  
Set DATE / TIME ?

4) Press YES, the display will show:-

Summer - Adjust is  
On ok ?

5) Press YES for Auto Adjust for British Summer Time the display will show:-

Year is 20xx  
ok ?

6) Press NO to change, display will show:-

Enter Year  
20 -- Then YES

7) Enter the last two digits of the Year then press YES. Display will show:-

Year is 2010  
ok ?

8) Press YES. Display will show:-

Enter Day / Month  
-- / -- Then YES

9) Enter the Date in the form dd/mm followed by YES. Display will show:-

Enter Hrs : Mins  
-- : -- Then YES

10) Enter the Time using the 24Hr Clock format then YES. Display will show:-

Do you want to . .  
Set Date / Time ?

11) Press 0 to return to Unset.

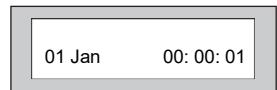
## **Vo-Comm (if fitted)**

Vo-Comm is a method of transmitting signals to a standard landline or mobile telephone giving information regarding the status of your security system. This may be in addition to, or instead of central station communications. It should be noted that Vo-Comm should not under any circumstances be used to ring the Emergency Services directly. It will not be possible to program 999, 911 or 112 as the telephone numbers that the Vo-Comm will dial.

Before Vo-Comm can work several options will need to be programmed. Please read below for information.

## **Vo-Comm Programming (if fitted)**

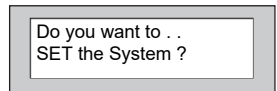
1) With the display showing:-



01 Jan 00:00:01

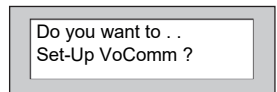
2) Enter a valid **Master** Level Code.

Display will show:-



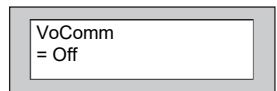
Do you want to . .  
SET the System ?

3) Press NO 7 times.  
Display will show:-



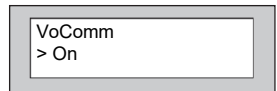
Do you want to . .  
Set-Up VoComm ?

4) Press YES.  
Display will show:-



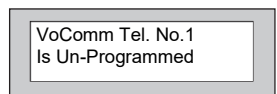
VoComm  
= Off

5) Press NO until display will shows:-



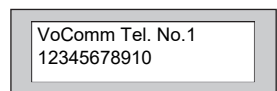
VoComm  
> On

6) Press YES.  
Display will show:-



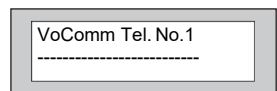
VoComm Tel. No.1  
Is Un-Programmed

Or for example



VoComm Tel. No.1  
12345678910

7) To enter or change this number Press NO.  
Display will show:-



VoComm Tel. No.1  
-----

8) Enter the telephone number you require followed by YES.

9) Display will show:-

VoComm Tel. No.2  
is Un-Programmed

10) To enter or change the number repeat from step 7

11) Display will show:-

VoComm Tel. No.3  
is Un-Programmed

12) To enter or change the number, repeat from step 7.

13) Display will show:-

VoComm Tel. No.4  
is Un-Programmed

14) To enter or change the number repeat from step 7.

15) Display will show:-

Site ID  
= 00

16) Press NO twice.  
Display will show:-

Site ID  
= --

17) Enter a unique Site ID for the premises (00 to 99) followed by YES.

*This Site ID will identify what system is calling you.*

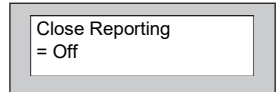
18) Display will show:-  
To change this press NO until the required setting (On or Off) is displayed then press YES.

Open Reporting  
= On

The term Open relates to the system being Unset.

With Open Reporting turned On the Vo-Comm will report the system being opened (Unset) for all users who have had the attribute of Vo-Comm Trigger = On allocated in the User Code Programming.

19) The display will show:-



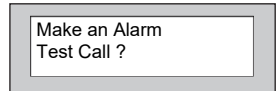
The term Close relates to the system being Set.

With Close Reporting set to anything other than Off the Vo-Comm will report the system being closed (Set) for all users who have had the attribute of Vo-Comm Trigger = On allocated in the User Code Programming.

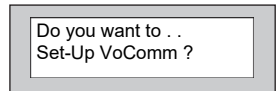
20) Options available are

Off	No system Close are reported
Full Set	Only Full Sets are reported
Any Set	All Sets (Full & Part) are reported

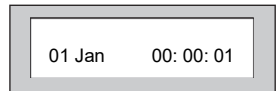
Press NO until your required setting is shown then press YES. Display will show:-



21) Press NO (this is dealt with in the using Vo-Comm section).  
The display will show:-



22) Press 0 to return to:-



## **Using Vo-Comm (if fitted)**

Once Vo-Comm has been programmed (see previous page) the Vo-Comm will operate in one of two ways.

- 1) Alarms Only - The Vo-Comm will only communicate when an alarm occurs on a Closed (Set) system. This mode is active when the Open / Close option is Off.
- 2) Alarms & Status - The Vo-Comm will communicate when an alarm occurs or when the system is Closed or Opened (Set or Unset).

### **Receiving a Call from Vo-Comm**

When Vo-Comm calls you, it will start to pass its message as soon as you pick up the telephone.

At the end of the message you will hear a single tone, at this point press a **numeric** key on your telephone keypad **twice**. A rising tone will be heard that indicates that the call has been acknowledged.

If the alarm is activated, entering a valid User Code will automatically cancel this message.

***If you do not acknowledge the call or hear the rising tone the Vo-Comm will repeat the message several times and then go on to dial the remaining telephone numbers until the call is acknowledged.***

## **Messages from Vo-Comm**

Two types of message will be sent by Vo-Comm. Either a status message or an alarm message.

### ***Typical Status Message***

***'Site 05 Close User 01'***

This would indicate Site ID 05 was Closed by User 1

The term Closed = Set

The term Open = Unset

**Note:** *For the Vo-Comm to report Openings and Closings, the Open Reporting for that user must be programmed to on within the Programming User Codes section.*

### ***Typical Alarm Message***

***'Site 05 Alarm Zone 06'***

This would indicate an alarm at Site ID 5 has occurred on Zone 6.



## **User Initiating Remote Access (Optional)**

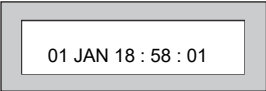
Access Remote allows your installation company to examine your system and re-program system settings as you need the changes without the need for an engineer to visit your premises.

If your system has remote communications fitted your installation company may have programmed the system so that you initialise the Access Remote call (usually on lines with incoming calls barred).

To initiate the Remote Call, follow the instructions below.

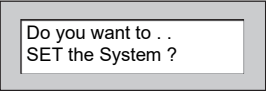
1) Negotiate with your installation company when you should initiate the Remote Call.

2) With the display showing:-



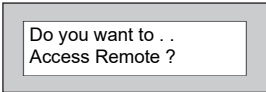
01 JAN 18 : 58 : 01

3) Enter a Master Code, the display will show:-



Do you want to . .  
SET the System ?

4) Press NO seven times, the display will show:-



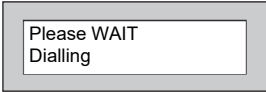
Do you want to . .  
Access Remote ?

5) Press YES, the display will show:- Until Dialling commences



Please WAIT

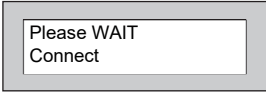
Then:-



Please WAIT  
Dialling

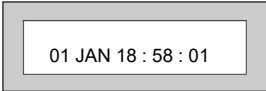
Until Connection

Then:-



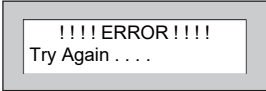
Please WAIT  
Connect

6) When your installation company has finished the display will show:-



01 JAN 18 : 58 : 01

**Note:** In the event of any errors the display will show:-



!!!!ERROR!!!!  
Try Again . . . .

## Resetting After an Alarm

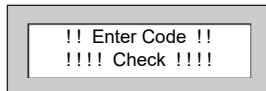
### **Fault and Alarm Displays**

Your installation company will have programmed the reset modes for your system so that it complies to your insurance company and legislation requirements.

Your installation company will have informed you as to the type of reset that your system is set for.

**Before attempting to reset your system ensure that the system is Un-set.**

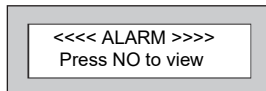
- 1) In the event of a fault or an alarm occurring the internal sounder will sound. (along with the external bells for a full alarm) The display will show:- (if the system is unset).



!! Enter Code !!  
!!!! Check !!!!

If the system is set, enter your code to unset it.

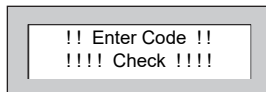
- 2) Press the NO key to view the cause of the Alarm or Fault.



<<<< ALARM >>>>  
Press NO to view

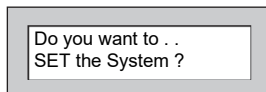
*Note: If NO is NOT pressed then the alarm status will only be displayed for ten seconds.*

- 3) The display will then show:-  
Enter your user code again.



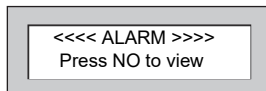
!! Enter Code !!  
!!!! Check !!!!

- 4) The display will show:-



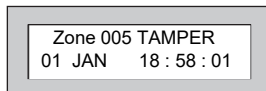
Do you want to . .  
SET the System ?

- 5) Press 0. The display will show:-



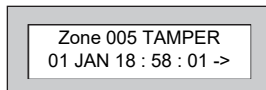
<<<< ALARM >>>>  
Press NO to view

- 6) Press the NO key to view the cause of the alarm or fault. The display will show, for example.



Zone 005 TAMPER  
01 JAN 18 : 58 : 01

- 7) If more than 1 event is present the display will show:-  
The right arrow is now indicating that more events are available for viewing.



Zone 005 TAMPER  
01 JAN 18 : 58 : 01 ->

- 8) Press the YES key to view the next event and repeat to view any others (if present). When viewing the last event, the display will show, for example.

Zone 005 TAMPER  
01 JAN 18 : 58 : 01 <-

The left arrow now indicates that you are at the end of events. The NO key may be used to scroll back the opposite way.

### **Re-setting the system.**

- 1) If the system is programmed for Any code reset, enter a **User** code. The display will show:-  
**Note:** If NO is NOT pressed then the alarm status will only be displayed for ten seconds.

<<<< ALARM >>>>  
Press NO to view

- 2) The display will then show:-  
Enter your user code again.

!! Enter Code !!  
!!!! Check !!!!

- 3) The display will show:-  
To return to the 'ALARM' display, press 0 then NO to view the cause.

Do you want to . .  
SET the System ?

- 4) Press YES. The exit tone will sound, and the display will show, for example:-

EXIT! 1  
All Zones ON 15

- 5) Enter the code again to abort the setting.

Can't Set ! use . .  
Master

- 6) The system is now reset  
**Or**  
If a higher level of code is required one of the following displays will be shown:-

Can't Set ! use . .  
Eng. Code

Use a **Master** code to reset the system.

**Or:-**

Call the installation company

**Or:-**

Call the central station or installation company (as instructed) and quote the number given

Can't Set ! use . .  
Eng. +Anti Code 1234

**Or:-**

Can't Set ! use . .  
Anti Code 1234

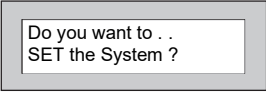
- 7) To reset the system with an **Anti-Code**, contact the central station or engineer (as instructed by the installation company) and quote the number given by the display.
- 8) The central station or engineer will give a return Anti-Code, (this may contain the YES & NO keys) for example 5, YES, 2, 4.
- 9) Enter this Anti-Code into the keypad.
- 10) The system is now reset.

## Setting Engineer Authorisation

A User Code may be required to authorise an engineer to gain access to the system in the event of service or maintenance schedules. The level of User Code required to authorise the engineer to access the system is set within the User Menu that is accessed via a Master Level Code.

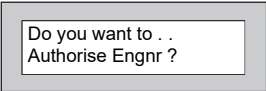
### **Setting the Engineer Authorisation Level**

- 1) Enter a **Master** User Code. The display will show:-



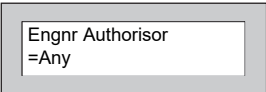
Do you want to . .  
SET the System ?

- 2) Press NO until the display shows:-  
Then press YES.



Do you want to . .  
Authorise Engrn ?

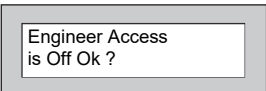
- 3) Press NO until the required setting is displayed:-



Engrn Authorisor  
=Any

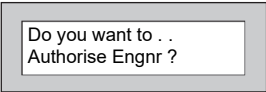
**Master**, **Main** and **Any** are user code levels. If **None** is selected, no user authorisation will be required to grant engineer access to the alarm system.

- 4) Press YES. The display will show:-  
(This option is dealt with later).



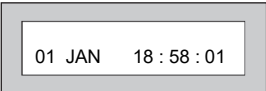
Engineer Access  
is Off Ok ?

- 5) Press YES. The display will show:-



Do you want to . .  
Authorise Engrn ?

- 6) Press 0 to return to:-

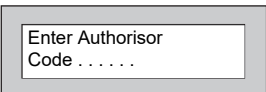


01 JAN 18 : 58 : 01

### **Using Engineer Authorisation**

A valid Authorisor code will be required to give an engineer access to the alarm system. This may be done in two ways.

- 1) The engineer will enter his/her code. The display will show:-

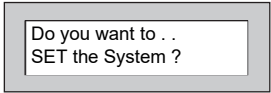


Enter Authorisor  
Code . . . . .

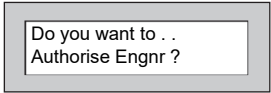
- 2) Enter a valid level of User code to grant the engineer access.

**Or**

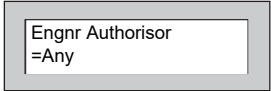
1) Enter a Master User code. The display will show:-



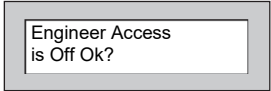
2) Press NO until the display shows:-



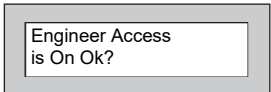
3) Press YES. The display will show, for example:-



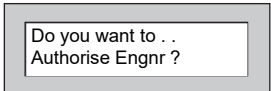
4) Press YES. The display will show:-



5) Press NO. The display will show:-



6) Press YES. The display will show:-



7) Press 0 to return to:-



Provided that the next code entered is a valid engineer code, access will be granted to him/her without further user intervention.

## Mains Failure

In the event of a Mains Power Failure the display will show:-

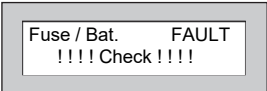


!! Enter Code !!  
!!!! Check !!!!

At this point the system will revert to battery back-up. The battery will only have a limited time that it can sustain the system for.

**Note:** *Your installation company will have determined what size battery is required to comply with legislation. It is important that your security system is serviced on a regular basis in order that it continues to comply with the legislation. Servicing may also be a requirement of your insurance policy.*

In the event of a sustained power cut the system battery will continue to supply the system until the battery voltage falls to a set point, at this stage the display will show:-



Fuse / Bat. FAULT  
!!!! Check !!!!

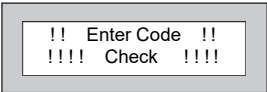
A fault sounder will start, enter a valid User Code to stop the fault sounder.

At this point it is essential that you contact your installation company.

## Setting the system with Mains Fail

In the event of a short-term power cut, where it is known when power will be restored, (e.g. Engineers working on power lines that affect your premises) it might be necessary to set this system. Please follow the steps outlined below:

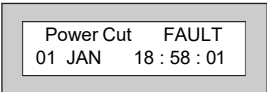
1) With the display showing:-



!! Enter Code !!  
!!!! Check !!!!

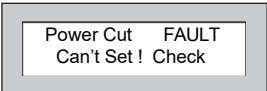
**Note:** *In the event of a mains power failure, the control panel will display that a fault has occurred if the pre-programmed time has been exceeded.*

2) Enter your **User** code. The display will show:-



Power Cut FAULT  
01 JAN 18 : 58 : 01

3) Enter your **User** code again. The display will then show:-  
(Followed by YES if a **Master** or **Main** type code has been used).



Power Cut FAULT  
Can't Set! Check

4) Then press **NO**. The display will show:-

**Note:** *The display will alternate between the EXIT display and the Power Cut FAULT display as the time counts down.*



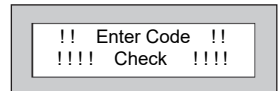
EXIT! 1  
All Zones ON 15

- 5) Exit the premises via the authorised exit route.
- 6) Once the premises are secure listen (from outside the protected area) and wait until the exit tone finishes before leaving.

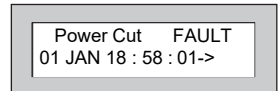
## **Re-setting the display after a Mains Fail**

**Note:** *In the event of a Mains Power Failure, the control panel will display that a fault has occurred if the pre-programmed time has been exceeded.*

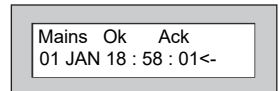
- 1) In the event of a mains power failure the display will show:-



- 2) Enter your **User** code. The display will show:-

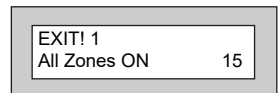


The right arrow is now indicating that more events are available for viewing. Press the YES key to view the next event and repeat to view any others. When viewing the last event, the display will show, for example.

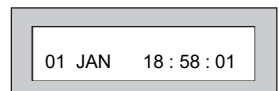


The left arrow now indicates that you are at the end of events. The NO key may be used to scroll back the opposite way.

- 3) Enter your **User** code again. The display will then show:-  
(Followed by YES if a **Master** or **Main** type code has been used).



- 4) Enter the code again to abort the setting. The display will show:-

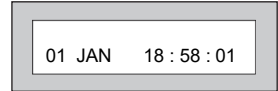


The system is now reset.

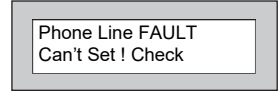


## Setting the system with Line Fault

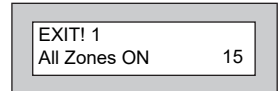
- 1) With the display showing:-



- 2) Enter your **User** code.  
The display will then show:-  
(Followed by YES if a **Master** or **Main** type code has been used).



- 3) Then press **NO**. The display will show:-  
**Note:** *The display will alternate between the EXIT display and the Phone Line FAULT display as the time counts down.*

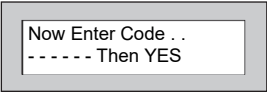


## **System G-Tag**

G-Tag Reader is available built into the display area of an LCD RKP. When using G-Tag, the system may be Set / Unset by presenting a valid Tag to the Keypad Reader.

Each Tag is programmed onto the system as an individual User Code therefore giving indication via the system Log of who has set and unset the system. As the Tags are a close-proximity device, the risk of code capture is eliminated.

When programming the G-Tags, follow the normal Programming Codes instructions to the point when you are asked for the Code, for example:-



Now Enter Code . .  
- - - - - Then YES

At this point, present your G-Tag to the reader and the code will be entered.

### **4 Wire Keypads**

Each G-Tag need only to be programmed onto one of the 4 wire keypads in multiple-keypad installations.

### **6 Wire Keypads**

If you have more than one keypad on your system, the G-Tag MUST be programmed into each of the keypads on the same User Number. Because of this, it is essential that you use good housekeeping for the G-Tags. Mark each of the G-Tags and record what User Number the G-Tag has been allocated to.

For multiple 6 wire keypads the sequence for programming the G-Tags would be.

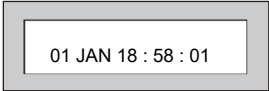
- 1) Enter User Programming Mode.
- 2) Choose what User Number you are using (in this case User 2) for G-Tag (A)
- 3) Program G-Tag (A) onto the first reader.
- 4) At the next Keypad re-enter User Programming Mode.
- 5) Choose the same User Number (2).
- 6) Program the same G-Tag (A) onto the second reader.
- 7) Keep repeating until your G-Tag (A) is programmed onto all readers.
- 8) Now move on to G-Tag (B) on User Number 3.

***! Remember to mark your G-Tags !***

## Advanced Code Programming (Control Codes)

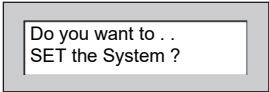
Codes may be programmed to control Outputs and Unset the system. The Outputs that may be controlled will have been pre-programmed by your installation company and may not be changed by the user. A Master user however does have the ability to allocate the codes (not User No.1) to these Group Outputs

1) With the display showing:-



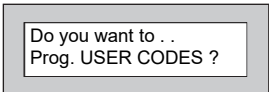
01 JAN 18 : 58 : 01

2) Enter a Master Code, the display may show:-



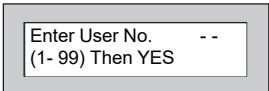
Do you want to . .  
SET the System ?

3) Press NO five times, the display will show:-



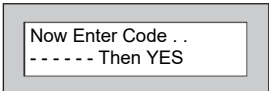
Do you want to . .  
Prog. USER CODES ?

4) Press YES, the display will show:-



Enter User No. --  
(1- 99) Then YES

5) Enter the user number (1 to 99) that you wish to program followed by YES, the display will show:-



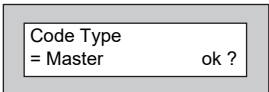
Now Enter Code . .  
----- Then YES

6) Either enter the User Code you require followed by YES

Or

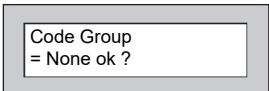
Present your G-Tag to the Reader

The display will show:-



Code Type  
= Master ok ?

7) Press NO until the Code Type you require is displayed (**Control**). Then press YES.  
The display will show:-



Code Group  
= None ok ?

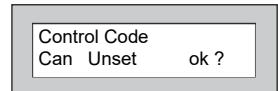
**Note:** This screen will not appear if User No.1 is being programmed. Group Codes are not available for User No.1

- 8) Press NO until the Grp you wish to control is displayed. (**For example, Grp1**). Then Press YES.

**Note:** *If a Code level other than Control has been chosen, the selected Output Group will be activated each time the code is used. The use of the code will be as normal for that level of code.*

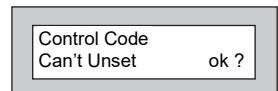
**If a Code level of Control, has been selected, the Output Group will be activated each time the code is entered (or G-Tag presented) and is normally used in conjunction with a Magnetic Lock for limited Door Entry capability. This may be given an extra attribute of Can or Can't Unset. A Control Level of Code can never Set the system.**

- 9) If you have chosen a Control level of code the display will show:-  
(If you are using another level of code and this screen is not displayed go to step 12)



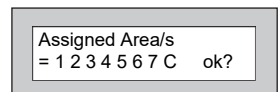
Control Code  
Can Unset ok ?

**Or**



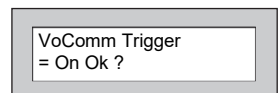
Control Code  
Can't Unset ok ?

- 10) Press NO until the required setting is displayed then Press YES. If Can Unset was chosen the display will show:-  
(If Can't Unset was chosen, this screen is not displayed, jump to step 12)



Assigned Area/s  
= 1 2 3 4 5 6 7 C ok?

- 11) Use the keys 1 - 7 or 0 for C (*Cleaner*) to toggle the Area/s you wish to control with this code. When finished press YES. Display will show:-



VoComm Trigger  
= On Ok ?

- 12) This determines if using this user code to Unset the system will trigger the Vo-Comm. (For more details on Vo-Comm please refer to the Vo-Comm section). Press NO until the setting you require is displayed (YES or NO). Then press Yes.

**Note:** *The Vo-Comm will need to be programmed for this option to work (please refer to the Vo-Comm section in this manual).*

- 13) If you wish to accept the Username shown press YES and jump to step 18

User 02 Name  
= User 02

**Or**

If you wish to change the Username shown press NO, the display will show:-

User 1 Name  
>

- 14) You may now enter up to nine characters for the username using the layout shown below for the allocation of characters.

1 ABC	2 DEF	3 GHI
4 JKL	5 MNO	6 PQR
7 STU	8 VWX	9 YZ
NO	0 0-9	YES

- 15) Referring to the character map enter the required character (pressing the 3 key will display 'G', pressing it again will show 'H' and again will show 'I '), once the correct character is displayed press YES and the display will move on to the next position.

- 16) Continue entering characters (up to 9). If you require a blank space press YES while the '-' is displayed

- 17) As you press YES for the ninth character (or if you have jumped from step 13) the display will change to:-

Do you want to . .  
Prog. USER CODES ?

- 18) If you wish to program other User Codes return to step 4

**Or**

Press 0 to return to:-

01 JAN 18 : 58 : 01

## **Advanced Setting and Unsetting Using Group Area Codes**

There are three levels of Group Area Codes.

Group Master	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Viewing the Log, Chime On/Off, Program User Codes, Set Time/Date, Unsetting. Will also allow setting/unsetting of individual areas for greater system control
Group Main	Allows Setting, Part Setting, Area Setting, Zone Remove, System Test, Unsetting. Will also allow setting/unsetting of individual areas for greater system control
Group Area	Allows group setting/unsetting/part setting of a selected group of areas. <b>Note: Is not able to Set/Unset individual Areas</b>

Group Area Codes are classed as an Advanced User Function as they allow for greater flexibility on systems that are using multiple areas.

An example of this may be when a system has Area 1 already Set, a user with a Group Area Master or Main Code may enter his/her code and change the active areas. This removes the need for an Area Level user to remember more than one Area Code or for a Global Master user to unset an entire system in order to set an extraArea.

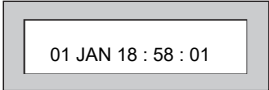
In this section we give examples of typical applications for Group Area Codes. Your installation company will give you further information on the scenarios when Group Area Codes may be used on your system.

### **Setting Using Group Area Code**

Follow the instructions as for normal setting. When you are using a Group Area Code only the Area(s) allocated to that code will be set.

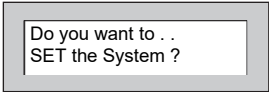
## Programming Group Area User Codes

1) With the display showing:-



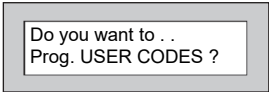
01 JAN 18 : 58 : 01

2) Enter a Master Code, the display may show:-



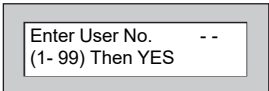
Do you want to . .  
SET the System ?

3) Press NO five times, the display will show:-



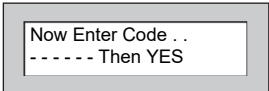
Do you want to . .  
Prog. USER CODES ?

4) Press YES, the display will show:-



Enter User No. --  
(1- 99) Then YES

5) Enter the user number (1 to 99) that you wish to program followed by YES, the display will show:-



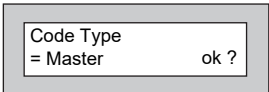
Now Enter Code . .  
----- Then YES

6) Either enter the User Code you require followed by YES

Or

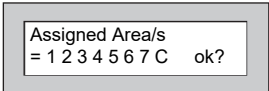
Present your G-Tag to the Reader

The display will show:-



Code Type  
= Master ok ?

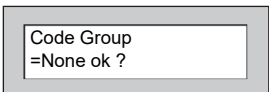
7) Press NO until the Code Type you require is displayed (**Grp-Mast**). Then press YES. The display will show:-



Assigned Area/s  
= 1 2 3 4 5 6 7 C ok?

**Note:** This screen will not appear if User No.1 is being programmed. Group Codes are not available for User No.1.

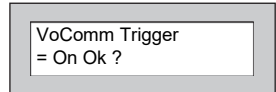
8) Use the keys 1 - 7 or 0 for C (*Cleaner*) to toggle the Area/s you wish to control with this code. When finished press YES. Display will show:-



Code Group  
=None ok ?

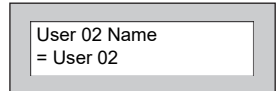
9) Press YES.

- 10) This determines if using this user code to set the system will trigger the Vo-Comm. (For more details on Vo-Comm please refer to the Vo-Comm section). Press NO until the setting you require is displayed (YES or NO). Then press Yes.



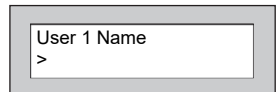
**Note:** *The Vo-Comm will need to be programmed for this option to work (please refer to the Vo-Comm section in this manual).*

- 11) If you wish to accept the Username shown press YES and jump to step 16.

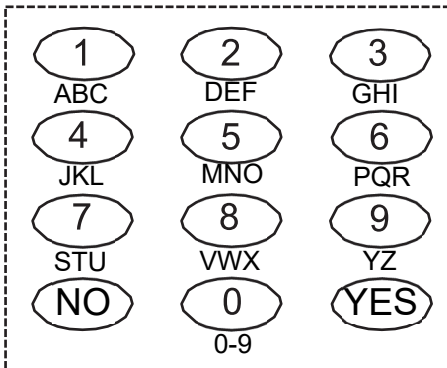


**Or**

If you wish to change the Username shown press NO, the display will show:-



- 12) You may now enter up to nine characters for the username using the layout shown below for the allocation of characters.



- 13) Referring to the character map enter the required character (pressing the 3 key will display 'G', pressing it again will show 'H' and again will show 'I '), once the correct character is displayed press YES and the display will move on to the next position.
- 14) Continue entering characters (up to 9). If you require a blank space press YES while the '-' is displayed.



- 15) As you press YES for the ninth character  
(or if you have jumped from step 11) the display will  
change to:-

Do you want to . .  
Prog. USER CODES ?

- 16) If you wish to program other User Codes  
return to step 4.

**Or**

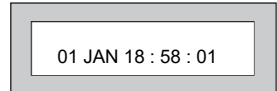
Press 0 to return to:-

01 JAN 18 : 58 : 01

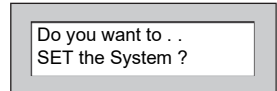
## Setting Using Group Master & Group Main Codes

Group Master & Group Main codes follow global Master & Main codes with respect to the level functionality. The difference lies in the ability to have individual control of the Areas that been allocated to the code.

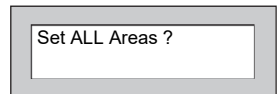
1) With the display showing:-



2) Enter a Group Master or a Group Main Code.  
Display will show:-



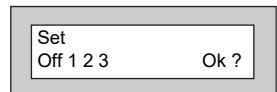
3) Press YES. Display will show:-



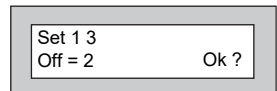
If you Press YES, the system will start to Set all the Areas that have been allocated to this Code.

Or

If you Press NO, the display will show:-  
*(The Areas shown will differ depending on what Areas have been allocated to your Code).*



The Top line shows the Areas that are Set, and the Bottom line shows the Areas that are Off (Unset). Use the keys 1 - 7 & 0 (0 for cleaner Area) to toggle the Areas between the Top & Bottom line. When you have finished the display may show for example:-



In this example Areas 1 & 3 will be Set but Area 2 4 5 6 7 will remain Off (Unset)

4) Press YES. The system will start to Set the selected Areas.

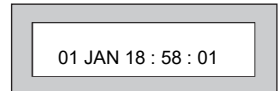
5) Leave the premises via an authorised exit route.

## Unsetting Using Group Area Code

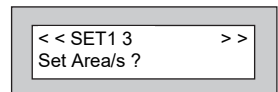
Follow the instructions as for normal Unsetting. When you are using a Group Area Code only the Area(s) allocated to that code will be Unset.

## Unsetting Using Group Master & Group Main Codes

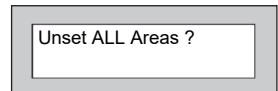
- 1) With the display showing:-  
**(Areas 1 & 7 are already Set).**



- 2) Enter a Group Master or Group Main level Code. Display will show:-



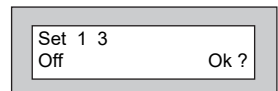
- 3) Press NO. Display will show, for example:-



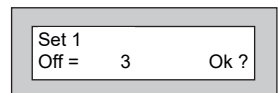
- 4) If you wish to Unset all the Areas Press YES, the system will Unset all Areas.

Or

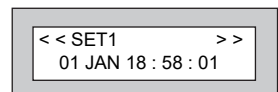
If you wish to Unset just 1 of the Set Areas Press NO. Display will show for example:-  
**(Areas 1 & 3 are Set).**



- 5) Press the key corresponding to the Area you wish to Unset, in this example press 3. The display will show:-

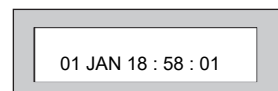


- 6) Press Yes when you are happy with your selection. Display will now show:-



Area 3 has now been Unset.

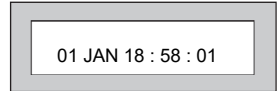
- 7) After 10 seconds the display will show:-



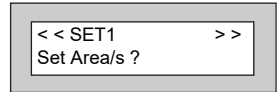
## **Adding Areas to a System with Area(s) Already Set Group Master & Group Main Codes**

If your system already has an Area or Areas already Set, you may add more Area(s) as required.

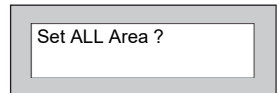
- 1) With the display showing for example:-  
**(Area 1 is already Set).**



- 2) Enter a Group Master or Group Main level Code. Display will show:-



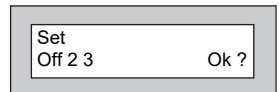
- 3) Press YES. Display will show:-



- 4) If you Press YES, all the remaining Areas allocated to Code will be Set.

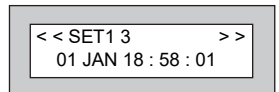
Or

If you Press NO. Display will show:-



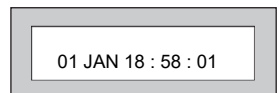
- 5) In this example use the 2 or 3 keys to add Area(s) 2 or 3 to the system Set.

- 6) When you are happy with your selection Press YES. The Exit sounder will sound then the display will show, for example:-



In this example Area 3 has been added to the Set.

- 7) After 10 seconds the display will show:-

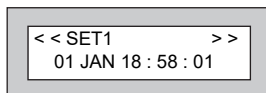


## **Display Blanking**

Depending on the level of your system and the legislation that it is required to comply with your installation company may have initialised Display Blanking. When this is used the Status of the system will only be indicated on the display for ten seconds after it has been Set and for ten seconds after it has been Unset.

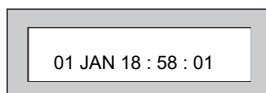
The Status of the system may be shown by following the procedure below. Please note Control Codes or Group codes cannot be used for this feature.

- 1) When the system has just been Set the display will show for example:-

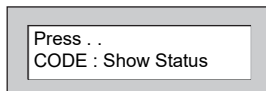


For ten seconds

- 2) The display will then show for example:-



- 3) To show the Status of the system Press YES, the display will show for example:-



- 4) Enter a valid Code to display the Status for a further ten seconds.


## **End User Training**

It is the responsibility of your Installation Company to provide adequate training for people who will be expected to use the system. If further training is required for new staff etc., please contact your Installation Company. This user Manual should be accessible by all people who will be using the system. If extra copies are required, the manual may be downloaded from our web-site [www.riscogroup.com/uk](http://www.riscogroup.com/uk)

## **Testing /Servicing Your System**

The system you have installed will give many years of service, but it should be tested and serviced on a regular basis by a qualified installation engineer. It may be a condition of your insurance policy and/or your Police response that it is serviced at regular intervals. For details on service periods for your system please contact your installation company.

## **Keypad Alert**

If programmed by your installation company, the two **PA** keys  when pressed together will act as alert keys. The exact function will depend on what they have been programmed for. But, for example, if they are programmed as panic, pressing them will activate the alarm when the system is set or unset.

## **Keypad Tamper**

The keypad will monitor the number keys that are pressed without a valid User Code being entered. More than 24 key presses will cause a keypad tamper. This will be displayed as Keypad x Tamper and will require a valid User Code entry to stop the sounders. If the system was Unset only the internal sounders will operate. If the system was Set a full alarm will be generated.

## **System Tamper**

The full security system is tampered, any attempt to remove covers from Keypads, Control Panel, Keypads, Bell Box(es) or detectors will cause a tamper alarm. This also applies to cut cables. If the system is Unset when the Tamper occurs the alarm will be internal sounders only. If the system is Set a full alarm will be generated.

The alarm may be silenced by entering a valid User Code. The system may only be Reset when the Tamper has been cleared, otherwise another Tamper alarm will be generated.



**System Attributes cont.**

<i>Zone No.</i>	<i>Zone Type</i>	<i>Descriptor</i>	<i>Areas (1 -7)</i>	<i>Part Set (1,2,3)</i>







## User Chart

Please use this chart to indicate what usernames have been programmed onto your system and those that are in use.

***Under no circumstances should the actual user code be written down.***

	<b><i>In Use</i></b>	<b><i>Name</i></b>		<b><i>In Use</i></b>	<b><i>Name</i></b>
User 1			User 26		
User 2			User 27		
User 3			User 28		
User 4			User 29		
User 5			User 30		
User 6			User 31		
User 7			User 32		
User 8			User 33		
User 9			User 34		
User 10			User 35		
User 11			User 36		
User 12			User 37		
User 13			User 38		
User 14			User 39		
User 15			User 40		
User 16			User 41		
User 17			User 42		
User 18			User 43		
User 19			User 44		
User 20			User 45		
User 21			User 46		
User 22			User 47		
User 23			User 48		
User 24			User 49		
User 25			User 50		

**User Chart cont.**

	<b><i>In Use</i></b>	<b><i>Name</i></b>		<b><i>In Use</i></b>	<b><i>Name</i></b>
User 51			User 76		
User 52			User 77		
User 53			User 78		
User 54			User 79		
User 55			User 80		
User 56			User 81		
User 57			User 82		
User 58			User 83		
User 59			User 84		
User 60			User 85		
User 61			User 86		
User 62			User 87		
User 63			User 88		
User 64			User 89		
User 65			User 90		
User 66			User 91		
User 67			User 92		
User 68			User 93		
User 69			User 94		
User 70			User 95		
User 71			User 96		
User 72			User 97		
User 73			User 98		
User 74			User 99		
User 75					

## **Standard Limited Product Warranty (“Limited Warranty”)**

RISCO Ltd. (“**RISCO**”) guarantee RISCO’s hardware products (“**Products**”) to be free from defects in materials and workmanship when used and stored under normal conditions and in accordance with the instructions for use supplied by RISCO, for a period of (i) 24 months from the date of delivery of the Product (the “**Warranty Period**”). This Limited Warranty covers the Product only within the country where the Product was originally purchased and only covers Products purchased as new.

**Contact with customers only.** This Limited Warranty is solely for the benefit of customers who purchased the Products directly from RISCO or from an authorized distributor of RISCO. RISCO does not warrant the Product to consumers and nothing in this Warranty obligates RISCO to accept Product returns directly from end users who purchased the Products for their own use from RISCO’s customer or from any installer of RISCO, or otherwise provide warranty or other services to any such end user directly. RISCO’s authorized distributor or installer shall handle all interactions with its end users in connection with this Limited Warranty. RISCO’s authorized distributor or installer shall make no warranties, representations, guarantees or statements to its end users or other third parties that suggest that RISCO has any warranty or service obligation to, or any contractual privity with, any recipient of a Product.

**Remedies.** In the event that a material defect in a Product is discovered and reported to RISCO during the Warranty Period, RISCO shall accept return of the defective Product in accordance with the below RMA procedure and, at its option, either (i) repair or have repaired the defective Product, or (ii) provide a replacement product to the customer.

**Return Material Authorization.** In the event that you need to return your Product for repair or replacement, RISCO will provide you with a Return Merchandise Authorization Number (RMA#) as well as return instructions. Do not return your Product without prior approval from RISCO. Any Product returned without a valid, unique RMA# will be refused and returned to the sender at the sender’s expense. The returned Product must be accompanied with a detailed description of the defect discovered (“**Defect Description**”) and must otherwise follow RISCO’s then-current RMA procedure published in RISCO’s website at [www.riscogroup.com](http://www.riscogroup.com) in connection with any such return. If RISCO determines in its reasonable discretion that any Product returned by customer conforms to the applicable warranty (“**Non-Defective Product**”), RISCO will notify the customer of such determination and will return the applicable Product to customer at customer’s expense. In addition, RISCO may propose and assess customer a charge for testing and examination of Non-Defective Product.

**Entire Liability.** The repair or replacement of Products in accordance with this Limited Warranty shall be RISCO’s entire liability and customer’s sole and exclusive remedy in case a material defect in a Product is discovered and reported as required herein. RISCO’s obligation and this Limited Warranty are contingent upon the full payment by customer for such Product and upon a proven weekly testing and examination of the Product functionality.

**Limitations.** This Limited Warranty is the only warranty made by RISCO with respect to the Products. The warranty is not transferable to any third party. To the maximum extent permitted by applicable law, this Limited Warranty shall not apply and will be void if: (i) the conditions set forth above are not met (including, but not limited to, full payment by customer for the Product and a proven weekly testing and examination of the Product functionality); (ii) if the Products or any part or component thereof: (a) have been subjected to improper operation or installation; (b) have been subject to neglect, abuse, willful damage, abnormal working conditions, failure to follow RISCO’s instructions (whether oral or in writing); (c) have been misused, altered, modified or repaired without RISCO’s written approval or combined with, or installed on products, or equipment of the customer or of any third party; (d) have been damaged by any factor beyond RISCO’s reasonable control such as, but not limited to, power failure, electric power surges, or unsuitable third party components and the interaction of software therewith or (e) any failure or delay in the performance of the Product attributable to any means of communication provided by any third party service provider, including, but not limited to, GSM interruptions, lack of or internet outage and/or telephony failure. BATTERIES ARE EXPLICITLY EXCLUDED FROM THE WARRANTY AND RISCO SHALL NOT BE HELD RESPONSIBLE OR LIABLE IN RELATION THERETO, AND THE ONLY WARRANTY APPLICABLE THERETO, IF ANY, IS THE BATTERY MANUFACTURER’S WARRANTY. RISCO does not install or integrate the Product in the end user’s security system and is therefore not responsible for and cannot guarantee the performance of the end user’s security system which uses the Product or which the Product is a component of.

This Limited Warranty applies only to Products manufactured by or for RISCO. Further, this Limited Warranty does not apply to any software (including operating system) added to or provided with the Products or any third-party software, even if packaged or sold with the RISCO Product. Manufacturers, suppliers, or third

parties other than RISCO may provide their own warranties, but RISCO, to the extent permitted by law and except as otherwise specifically set forth herein, provides its Products "AS IS". Software and applications distributed or made available by RISCO in conjunction with the Product (with or without the RISCO brand), including, but not limited to system software, as well as P2P services or any other service made available by RISCO in relation to the Product, are not covered under this Limited Warranty. Refer to the Terms of Service at: <https://riscocloud.com/ELAS/WebUI/UserLogin/License> for details of your rights and obligations with respect to the use of such applications, software or any service. RISCO does not represent that the Product may not be compromised or circumvented; that the Product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss. CONSEQUENTLY, RISCO SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON ANY CLAIM AT ALL INCLUDING A CLAIM THAT THE PRODUCT FAILED TO GIVE WARNING.

EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, RISCO AND ITS LICENSORS HEREBY DISCLAIM ALL EXPRESS, IMPLIED OR STATUTORY, REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS WITH REGARD TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, RISCO AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT: (i) THE OPERATION OR USE OF THE PRODUCT WILL BE TIMELY, SECURE, UNINTERRUPTED OR ERROR-FREE; (ii) THAT ANY FILES, CONTENT OR INFORMATION OF ANY KIND THAT MAY BE ACCESSED THROUGH THE PRODUCT SHALL REMAIN SECURED OR NON DAMAGED. CUSTOMER ACKNOWLEDGES THAT NEITHER RISCO NOR ITS LICENSORS CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, GSM OR OTHER MEANS OF COMMUNICATIONS AND THAT RISCO'S PRODUCTS, MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH MEANS OF COMMUNICATIONS. RISCO IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. RISCO WARRANTS THAT ITS PRODUCTS DO NOT, TO THE BEST OF ITS KNOWLEDGE, INFRINGE UPON ANY PATENT, COPYRIGHT, TRADEMARK, TRADE SECRET OR OTHER INTELLECTUAL PROPERTY RIGHT IN ANY EVENT RISCO SHALL NOT BE LIABLE FOR ANY AMOUNTS REPRESENTING LOST REVENUES OR PROFITS, PUNITIVE DAMAGES, OR FOR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF THEY WERE FORESEEABLE OR RISCO HAS BEEN INFORMED OF THEIR POTENTIAL

## **Contacting RISCO Group**

RISCO Group is committed to customer service and product support.

You can contact us through our website [www.riscogroup.com/uk](http://www.riscogroup.com/uk) or as follows:

Tel: 0161 655 5500

E-mail: [support-uk@riscogroup.com](mailto:support-uk@riscogroup.com)

This RISCO product was purchased from:

