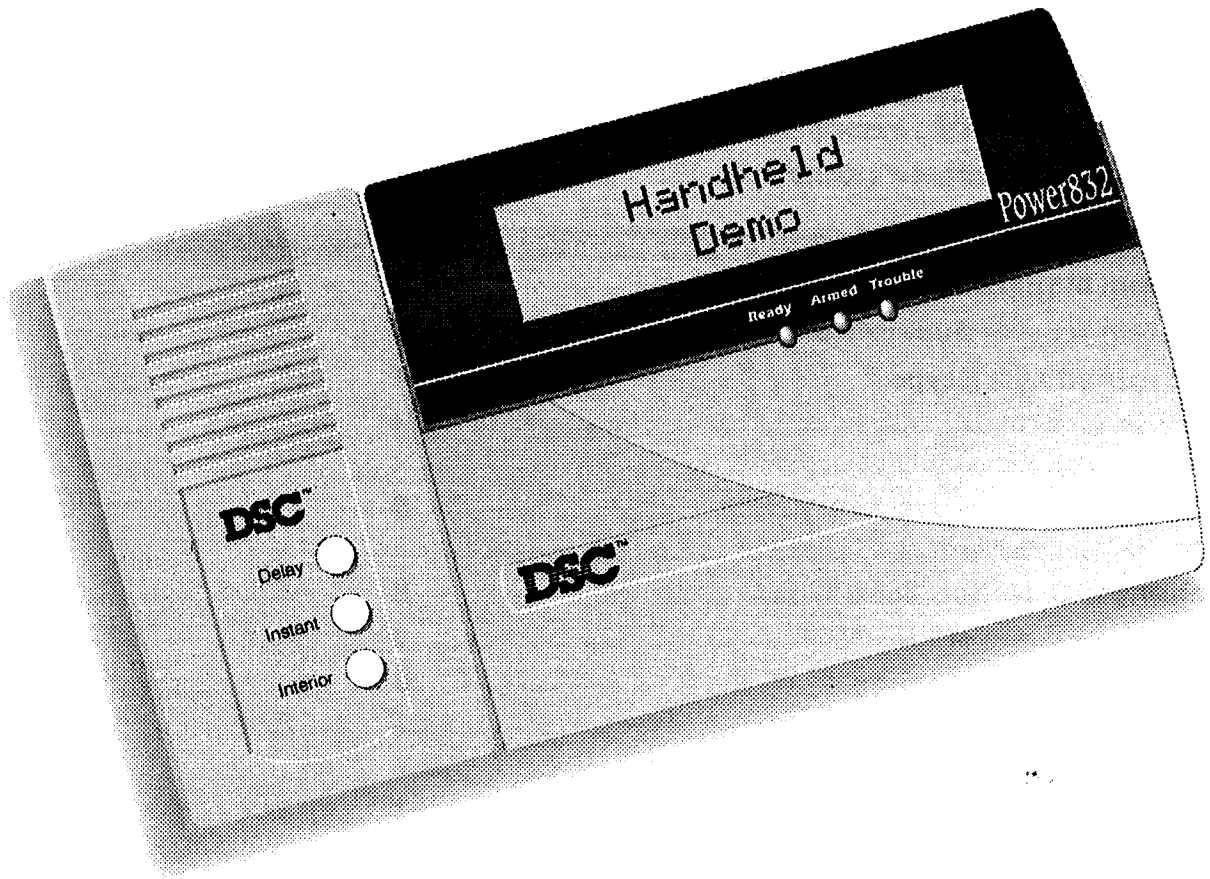
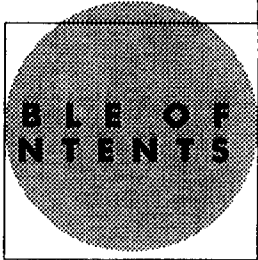


Presenter's Guide





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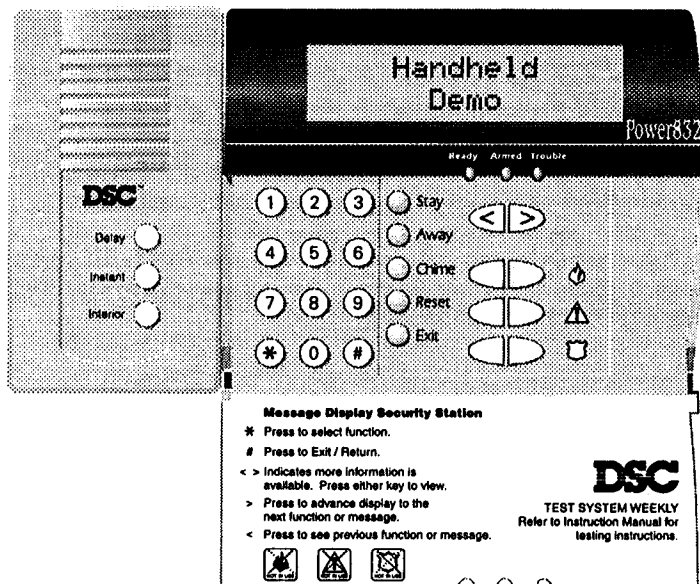
INTRODUCTION

Introducing the DSC Handheld Demo

The DSC Handheld Demo is a stand-alone demonstration unit which can be used to demonstrate the basic features of a security system. The unit comprises of an LCD5500 keypad and a specially-designed sounder unit with three zone input buttons. In addition, the LCD5500 keypad is equipped with active function keys (except the "Reset" key) so as to demonstrate to the end user the benefits of one-touch security.

Below is an illustration of the DSC Handheld Demo.

The zone buttons represent the three main zone types you will use to demonstrate the basics of the



security system: delay, instant and interior. The zone labels for each zone are as follows:

Zone 1 (Delay) “Front Door”
Zone 2 (Instant) “Window Contact”
Zone 3 (Interior) “Interior PIR”

The unit is powered by one 9 volt battery, located on the inside of the sounder unit to the left of the keypad. To Change the battery, loosen the screw located at the base of the sounder unit and remove the plastic casing. The battery is located on the inside of the sounder unit. To turn the demo unit on, push the plastic button located on the back of the unit. When the unit first powers up, it will display the message “Handheld Demo”. To put the unit into the ready state, press the [#] key on the keypad.

NOTE: When the battery is low, the unit may start to malfunction. If this occurs, press and hold the [F]ire keys for two seconds. The unit will return to the “Handheld Demo” display.

NOTE: The DSC Handheld Demo is a self-contained system which requires no programming and no added assembly. Modules cannot be connected to the unit to demonstrate system expansion or other options.

Using This Presenter’s Guide

This DSC Handheld Demo Presenter’s Guide has been organized in a unique way from any manual you’ve seen before. All the information referring to a specific system feature is outlined from three perspectives: what the functions of a specific feature are, why the feature is beneficial to the end user and how the feature can be demonstrated by the Sales Representative.

Each of these perspectives is easily identified throughout the Presenter’s Guide under the following headings:

Features

Indicating the technical features of a system function.

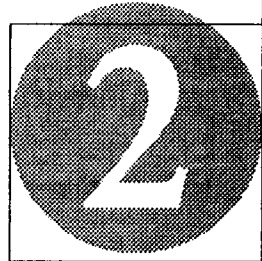
Benefits

Indicating the benefit of a feature to the end user. This information is essential in assisting a customer in making a purchase decision and to inform the customer how the security system is superior to a competitor’s proposal.

Demo

Indicating how to demonstrate the feature. This includes how the Handheld Demo unit is set up and the steps that the Sales Representative will go through to demonstrate the function.

NOTE: This Presenter’s Guide only includes information which can be demonstrated on the demo unit. For a description of more advanced system features supported by your control panel, please refer to the control panel Installation Manual.



PRESENTING STANDARD SECURITY FEATURES

The following features can be demonstrated on a DSC Handheld Demo. They are intended to familiarize the customer with the most common user functions performed on the security system and demonstrate how convenient and easy the system is to use.

Whenever possible, let the customer try each demo for themselves to further enhance their level of comfort.

System Monitoring and Supervision

Features

Standard System monitoring features include :

- A) local alarm siren
- B) 24 hour central station monitoring

Benefits

- A) Local notification of an alarm—the customer will know if there is an alarm condition.
- B) 24 hour professional alarm monitoring—people who can reduce or eliminate the alarm condition can respond instantly.

Demo

Describe the security system as a specialized communications system designed to protect the customer's life and property. Reducing a customer's life safety risk is dependent upon increasing the number of people that are aware of an emergency, the information they have when responding and the speed at which the call is received.

System Trouble Supervision

Features

Internal trouble supervision

Benefits

Trouble supervision provides the additional peace of mind of never having to worry if your system is ready to protect your family or business.

Demo

Point out the trouble indicator on the front of the keypad and explain that the system is superior to other systems because it is designed to supervise itself and let the end-user know if there is any condition that will interfere with the system communicating an emergency. This includes:

- a break in the telephone line caused by accidental (or worse) intentional causes
- a break in the wiring to the local siren
- a problem caused by a circuit board or the wiring to any detection device

Advanced LCD Keypad**Plain Language Display****Features**

The LCD5500 keypad provides plain language display of operating instructions, system status, zone identification, trouble conditions, etc.,

Benefits

The LCD keypad makes the security system easy to understand and operate.

Demo

An ideal way of demonstrating this feature is to take the customer through the conventional arming and disarming procedure using an access code. This will set the framework against which the customer can appreciate the one-touch arming features demonstrated in the next section. Point out to the customer how the display conveniently prompts the user to secure the system or enter a code to arm the system, displays the exit delay in progress, prompts for a code to disarm the system and then once disarmed, indicates that the system is disarmed and if there have been any alarms.

**Multiple Languages****Features**

The LCD5500 keypad is capable of displaying instructions in multiple languages that can be changed to the language the customer prefers.

Benefits

Multiple languages are handy where, for example, more than one language is spoken within a single dwelling or workplace. The owner may prefer to change the language to make it easier for staff or residents to disarm and rearm the system. The owner can easily change the language back anytime they need to, for programming or checking system messages, etc.

- makes users more comfortable with the system
- reduces programming errors
- reduces false alarms by casual users when arming & disarming

Demo

Ask the customer if there is anyone who might prefer to use the system in a different language, perhaps a housekeeper or relative. If so, demonstrate:

1. Press and hold the [<>] keys simultaneously to enter the language selection mode.
2. Scroll to a new language using the [<] and [>] keys.
3. Press the [#] key to select the new language.



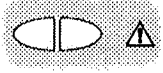
Easy One-Touch Emergency Help

Fire, Auxiliary, and Panic Keys



Features

Fire, Auxiliary, and Panic keys can be pressed to summon emergency assistance any time, whether the system is armed or not. This requires pressing the two keys together beside the symbol representing the type of help required for 2 seconds.



Benefits

- summons a priority emergency response via the monitoring station without the need to remember phone numbers of emergency service providers or when a phone is not easily accessible
- two button activation requirement ensures that the emergency signal is not activated by mistake, thus avoiding false alarms



Demo

These keys do not function on the demo unit. Simply point them out to the customer as an added feature.

Multiple Detection Zone Types

Delay Zones vs. Instant Alarm Zones

Features

The system has one exit delay time and two entry delay times. Zones can be programmed to go into alarm instantly or to delay the alarm for the entry delay period.

Benefits

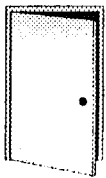
- exit delay allows user to exit before the system arms, thereby avoiding a false alarm.
- entry delay on entry/exit doors allows the user to enter and disarm the system without causing a false alarm.
- interior zones (i.e. motion detectors) are instant zones unless a delay zone is tripped first. If a delay is tripped before the interior zone, the interior zone will follow the entry delay time of the delay zone. This allows the user to disarm the system without causing a false alarm on the interior device.
- instant alarm provides immediate response when a zone such as a window or door is opened when the system is armed.

Demo A

Describe: Zone: an area protected by one or more detectors or devices (contacts, etc.)

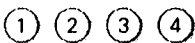
Perimeter Zones (Instant): used to detect intrusion *into* the premises e.g. forcing a window open

Interior Zones (Interior): used to detect intrusion *within* the premises e.g. movement



Demo B

1. Enter "1234" to arm the system. Note that the keypad sounds and visually indicates the exit delay in progress. This reminds the user that the system is about to arm and allows the user to exit the premise before the system arms.
2. Simulate exiting by pressing the "Delay" button while the exit delay is in progress.
3. Once the system is armed, press the "Delay" button to simulate entry. Note that the keypad sounds the entry delay. This gives the user time to disarm the system before generating an alarm.
4. Enter "1234" to disarm the system.
5. Repeat the above, but this time press the "Instant" button in Step 3 to show that instant zones send an alarm immediately. They are programmed as instant zones since people are not normally expected to enter the premises through these zones while the system is armed.



Easy One-Touch Arming

“Stay” Function Key

Features

The “Stay” function key enables one-touch arming of the perimeter zones with automatic bypassing of the interior zones.

Benefits

- the customer can occupy the premises with the security of having the perimeter of the system armed.
- quick and easy to use—no access code required.

Demo A



1. Press and hold the “Stay” function key for two seconds to arm the system.
2. Press the “Interior” button to demonstrate that the interior zone has been bypassed.
3. Press the “Instant” button to demonstrate that the perimeter is armed.
4. Enter “1234” to disarm the system.

Demo B

If the user wants to add interior zones back into the system, for instance, when going to bed:



1. Press and hold the “Stay” function key for two seconds to arm the system.
2. Press the “Interior” button to demonstrate that the interior zone has been bypassed.
3. Press [*][1] on the keypad to arm the interior zone.
4. Press the “Interior” button to demonstrate that the interior zone has been armed.
5. Enter “1234” to disarm the system.

Demo C

Explain that the “Stay” feature can be disabled if it is felt that people (such as young children) may abuse this feature because it is so simple to use. In this event, the customer can achieve the same result by simply arming the system using an access code without opening the delay door during the exit delay. The system is smart enough to know that if nobody leaves the premises (through the entry/exit delay door) then whoever armed the system must still be inside—so the interior will not be armed.



1. Enter “1234” to arm the system.
2. Press the “Interior” button to demonstrate that the interior zone has been bypassed.
3. Press the “Instant” button to demonstrate that the perimeter is armed.
4. Enter “1234” to disarm the system.

“Away” Function Key

Features

The “Away” function key enables one-touch arming of the entire system.

Benefits

- quick and easy to use—no access code required.
- allows casual users such as visitors or less trustworthy employees to arm the system when leaving, but not to disarm the system upon their return. Furthermore, by not having to give a regular access code to these people, the customer does not have to worry about them entering without permission or passing their code on to a stranger.

Away

Demo A

1. Press the "Away" function key to arm the system.
2. Press the "Interior" button to demonstrate that the interior zone has been armed.
 Note: Interior zones will create an instant alarm if a delay zone is not tripped first. This is a convenient zone type that will provide instant interior protection if someone enters the premises without tripping a delay zone, but will follow the entry delay time if a delay type zone is tripped first.
3. Press the "Instant" button to demonstrate that the perimeter is armed.
4. Enter "1234" to disarm the system.

① ② ③ ④

Demo B

Explain that the "Away" feature can be disabled if it is felt that people (such as young children) may abuse this feature because it is so simple to use. In this event, the customer can achieve the same result by simply arming the system using an access code and exiting through the delay door during the exit delay.

1. Enter "1234" to arm the system.
2. Simulate exiting by pressing the "Delay" button while the exit delay is in progress.
3. Press the "Interior" button to demonstrate that the interior zone has been armed.
4. Press the "Instant" button to demonstrate that the perimeter is armed.
5. Enter "1234" to disarm the system.

① ② ③ ④

Easy One-Touch Exiting While Armed

"Exit" Function Key

Features

The "Exit" function key allows a user to exit (through a delay zone) when the perimeter is armed and interior is disarmed without first disarming and then rearming the system.

Benefits

- for residential customers, this feature makes it easy and convenient to let the dog out or leave early in the morning while a spouse or children are still asleep without affecting the status of the system. The interior zones remain bypassed while the perimeter is armed.
- commercial customers can use this feature while working with the perimeter armed, say late at night. When an employee wants to leave while others are still working, they can simply press the Exit key instead of disarming then rearming the system.

Demo

1. Press and hold the "Stay" button for two seconds to arm the perimeter and bypass the interior.
2. Press the "Interior" button to demonstrate that the interior zone is bypassed.
3. Press and hold the "Exit" function key for two seconds until "Quick Exit In Progress" is displayed.
4. Simulate an exit or opening and closing of the door by pressing and releasing the "Delay" button.
 Note that no alarm is generated and upon release of the button the keypad displays that the system remains armed.
5. Press the "Interior" button to demonstrate that the interior zone remains bypassed.
6. Press the "Delay" button to demonstrate that the perimeter is armed against intrusion.
7. Enter "1234" to disarm the system.

 Stay

 Exit

① ② ③ ④

Door Chime – For Added Protection

“Chime” Function Key

Features

Any zone can be programmed so that the keypad will chime when the zone is tripped while the system is disarmed. The “Chime” function key turns the keypad chime on and off.

Benefits

..... the chime feature provides security when the system is disarmed. For example, the customer may be working in one part of the premises and would like the security of knowing if someone enters another part of the premise unannounced.

Demo

1. With the system disarmed, press and hold the “Chime” function key until the keypad displays “Door Chime Feature On.”
2. Press either the door or window contact buttons until the keypad chime sounds.
3. Press and hold the “Chime” function key until the keypad displays “Door Chime Feature Off.”
4. Press either the door or window contact buttons to show that the chime has been turned off.



Alarm Memory

Features

Alarm memory records all alarms which occurred during the last armed period, plus any tampers and 24 hour zone alarms which occurred while the panel was disarmed. When disarming the system, alarm memory alerts the user that alarms occurred while the system was armed and prompts the user to review them. The LCD provides a plain language display of the zones that were tripped.

Benefits

..... user is made aware of any alarms that have occurred—for subsequent follow-up
 troubleshooting is made easy
 false alarms can be tracked down
 makes system easier to use

Demo

1. Press the “Away” function key to arm the entire system.
2. Activate a number of alarms by pressing the alarm keys on the demo.
3. Disarm the system.
Keypad displays “System Disarmed Alarm in Memory”
4. Press the [>] key to view the alarms.
5. Press [#] to return to the “Enter Code...” display.



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