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

PC5502Z2
Instruction Manual

DSC™
Security Products

Quick Reference - System Functions

The following chart lists the basic functions of your system and the keys to press for each function. Refer to the listed page number for more information.

NOTE: *Some functions may not be available on your system. Ask your installer for more information.*

To do this:	Press this:	See page:
Arm system (Away):	[access code], leave through entry/exit door OR press ◯ **Away** (if enabled)	2
Arm system (Quick):	(✱)(0) (from Ready state)	3
Arm system (Stay):	[access code], do not exit premises OR press ◯ **Stay** (if enabled)	2
Arm system (No Entry Delay):	(✱)(9) [access code]	3
Bypass zones:	(✱)(1) [two-digit zone number(s)], (#) to exit	5
Disarm system:	[access code]	3
Exit premises when system armed:	(✱)(0) OR press ◯ **Exit** (if enabled)	
Program access codes	refer to "Programming Access Codes"	5
Send Fire message:	⬭ ♨ (press & hold for 2 seconds, if enabled)	4
Send Auxiliary message:	⬭ ⚠ (press & hold for 2 seconds, if enabled)	4
Send Panic message:	⬭ ♟ (press & hold for 2 seconds, if enabled)	4
Silence intrusion alarm:	[access code]	4
Turn door chime on/off:	(✱)(4) to toggle on or off OR press ◯ **Chime** (if enabled)	5
Turn on bypassed zones (if Stay armed):	◯ **Away** (if enabled)	2
View alarm memory:	(✱)(3)	4

System Information

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

Master Code: _____   **Access Code:** _____

Zone 1: _____   **Zone 2:** _____

Entry Time: _____   **Exit Time:** _____

Central Station Acct. #: _____   **Central Station Tel. #:** _____

Installer: _____   **Installer Tel. #:** _____

Using the PC5502Z2

The PC5502Z2 keypad uses lights and sounds to indicate the status of your security system. This manual describes the basic features of the keypad. Please review it thoroughly.

1. Zone Lights
Lights 1 and 2 show the status of zones 1 and 2 on your system. For example, these lights will be on when the zones are open, or when the zones are in alarm.

2. Status Lights

Ready Light
If the Ready light is ON, the system is ready for arming. The system cannot be armed unless the Ready light is ON.

Armed Light
If the Armed light is ON, the system has been armed successfully.

System Light
If the System light is ON, one or more of these conditions could be present on the system:

System troubles: If a trouble condition occurs, the keypad will beep twice every 10 seconds until you press any key on the keypad.
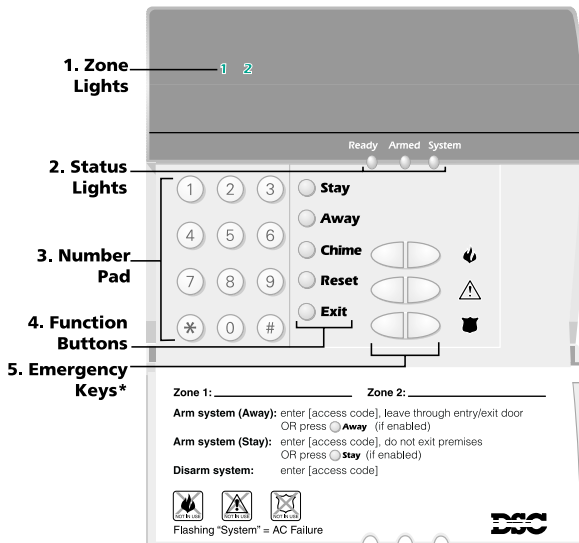
NOTE: *A Trouble condition reduces the security your system is designed to provide. Call your installing company for service.*

Alarms in memory: See "Disarming the System".

Zones are bypassed: See "Bypassing Zones".

Programming: The System light will flash when you are programming access codes, or performing other programming functions. If someone is programming at another keypad, the System light will turn ON to indicate that the system is busy.

3. Number Pad
Use the number pad to enter your code, and to access system functions. To exit a function and return to the Ready state, press (#). To select a function press (*).

4. Function Buttons
If your installer has enabled them, you can use the function buttons to access the stay arm, away arm, door chime, sensor reset and quick exit features. Press and hold the appropriate button for two seconds.

5. Emergency Keys
Press both 🔥 * keys for two seconds to send a FIRE message. Press both ⚠ * keys for two seconds to send an AUXILIARY message. Press both 🛡 * keys for two seconds to send a PANIC message.

*** IMPORTANT NOTE:** *The Fire, Auxiliary and Panic keys will NOT function unless programmed by the installer. If these keys are in service, when you hold down both keys for two seconds the keypad sounder will beep, indicating that the input has been accepted and sent.*

Turning on your system (Arming)

Before you arm your system, make sure the system is Ready:

- If the Ready light is ON, you can arm your system.
- If the System light is ON, check that no zones are bypassed unintentionally.
- If the Ready light is OFF, close all doors and windows and stop motion in all zones with motion detectors.
- If the bell is sounding an alarm, the Ready light will be OFF and you will not be able to arm your system.

Arming your security system – Stay and Away modes

Here are two basic methods for arming your security system. Use the Away arming method when all occupants will be away from the premises. Use the Stay arming method when one or more occupants will stay on the premises.

Away Arming:

When you arm your system using the Away arming method, both interior and border zones will be active and will cause an alarm to sound when opened.

1. Check that your system is ready to be armed.

2. Enter your [access code]. As you enter each digit, the keypad sounder beeps. If you entered a valid access code:
   - The keypad sounder beeps quickly.
   - The exit delay begins and the keypad beeps.

   If you entered the access code incorrectly, the keypad sounder buzzes steadily for two seconds. Re-enter your access code correctly.

3. Exit the premises through the entry/exit door. At the end of the exit delay, all keypad lights, except the Armed light, turn OFF. The system is now armed.

NOTE: *If the System light is ON, there may be one or more zones bypassed (i.e. not armed), or a system trouble may be present. See "Bypassing Zones". If you arm the system with a zone bypassed or a trouble present, your security protection is reduced.*

Stay Arming:

Use the Stay arming method when you want to stay on the premises, but prevent unauthorized entry from outside the premises. The system will arm only the border zones and will bypass the interior zones so that you will be free to move around inside.

1. Check that your system is ready to be armed.

2. Enter your [access code]. As you enter each digit, the keypad sounder beeps. If you entered a valid access code:
   - The keypad sounder beeps quickly.
   - The Armed light comes ON.

   If you entered the access code incorrectly, the keypad sounder buzzes steadily for two seconds. Re-enter your access code correctly.

3. DO NOT exit the premises through the entry/exit door. The system will automatically bypass interior zones.

Arming bypassed zones

To fully arm the system when it has been armed in Stay mode:

1. Press ⬤ **Away** (if enabled). The interior zones are now armed.

NOTE: *This will not work if there are alarms in memory. Please see "Viewing Alarms in Memory".*

NOTE: You will not be able to enter areas protected by motion detectors, or open doors or windows protected by door/window contacts. To access these areas, you must enter your [access code] and disarm the system.

Arming your security system – other methods

Quick Arm

Your installer will tell you if Quick Arming has been enabled on your system. This is a fast way to Away arm your system.

To quick arm:

1. Check that the system is ready to be armed.

2. Press ✱ 0 . You do not need to enter your access code. The exit delay begins and the keypad beeps.

3. Exit the premises through the entry/exit door.

At the end of the exit delay, all keypad lights, except the Armed light, turn OFF. The system is now armed.

NOTE: Pressing ✱ 0 will only arm the system. To disarm, you must enter a valid [access code].

NOTE: This feature is not enabled on UL listed systems. See your Installer for more information.

No Entry Arming

If you want to fully arm the system, and no one else will be entering, you can remove the entry time from zones that normally have one. An entry through any zone will create an instant alarm.

1. Check that your system is ready to be armed.

2. Press ✱ 9 , then your [access code].

The Armed light will flash as a reminder that the system is armed and has no entry delay.

Exiting when system is armed

When the Quick Exit feature is enabled, pressing ✱ 0 while the system is armed will provide a two minute window for you to exit the premises. **During this time, you may only open and close the designated Entry/Exit door once.** Once the door is closed, the panel will end the two minute quick exit delay. If the door is opened again, or if the door is not closed after two minutes, or if another zone is opened, the panel will begin the entry delay. Your installer will inform you if the Quick Exit feature has been enabled on your system.

Turning off your system (Disarming)

1. Enter the premises through the designated entry/exit door. The keypad beeps to indicate that you must disarm the system.

NOTE: Entering by any other door will immediately cause an alarm.

2. Go to the keypad and enter your [access code]. You must enter a valid access code before the entry time expires. If a valid access code is not entered during this time, the system will sound an alarm.

   As soon as the correct code is entered, the Armed light goes out and the keypad stops beeping. If you entered the access code incorrectly, the keypad sounder buzzes steadily for two seconds. Re-enter your access code correctly.

3.   If an alarm occurred during the last armed period, the System light will flash, and the lights for the zones in alarm will flash.

What to do if your system has an alarm

WARNING: *If you return to the premises and the bell or keypad buzzer is sounding an alarm do not enter. Contact the local authorities from a nearby safe location.*

A two-tone keypad buzzer sound or a steady bell indicates an intrusion alarm. If the bell is ringing, you cannot silence it from the PC5502Z2 keypad. Contact your alarm system administrator for assistance.

To silence the keypad buzzer:

1.   Enter your [access code].

2.   If the alarm was unintentional, call your central station or local authorities immediately to avoid an unnecessary response.

3.   Check the alarm memory display to see which zone caused the alarm. Once the source of the alarm has been corrected, the system will return to the Ready state.

Viewing Alarms in Memory

WARNING: *If the alarm is not sounding, but there is an alarm in memory, it is possible that an intruder may still be on the premises. Go to a nearby safe location and call the local police to investigate.*

If an alarm occurred while the system was armed, the System light and the zone light corresponding to the zone that caused the alarm will flash for 30 seconds after the system has been disarmed.

The alarm memory is cleared each time the system is armed. Any alarms showing on the system have occurred only during the last armed period.

1.   To cancel the alarm memory display, press ⊘ during the 30-second display period.

2.   After the 30-second period is over, the system will return to the Ready state, but the System light will be ON. To view alarms in memory, press ✳ ③ . The zone lights of the zones that were in alarm and the System light will flash.

Calling for help

All keypads have three pairs of emergency keys. Using these keys you can send an immediate Fire, Auxiliary or Panic message to your central station.

Press both 🔥 * keys for two seconds to send a FIRE message.

Press both ⚠ * keys for two seconds to send an AUXILIARY message.

Press both 🛡 * keys for two seconds to send a PANIC message.

IMPORTANT NOTE: *The Fire, Auxiliary and Panic keys will NOT function unless turned ON by the installer. If your installer has turned these keys ON, and enabled audible feedback, holding down the keys for two seconds will cause the keypad sounder to beep indicating that the alarm input has been accepted and transmission to the central station is underway.*

NOTE: *In the U.S.A., do not program the Aux keys for use in medical emergencies as per UL requirements.*

Turning the door chime on or off

If your installer has enabled the door chime feature, your PC5502Z2 keypad will sound a tone whenever designated doors or windows are opened or closed. Your installer has programmed which doors and windows will activate the door chime.

1. Press ✳ ④ to turn the door chime feature ON. The keypad will beep 3 times.

2. Press ✳ ④ again to turn the door chime feature OFF. The keypad will sound one long beep.

Programming access codes

Your PC5502Z2 keypad has two 4-digit access codes. Your installer will give you the Master code. The Master code can be used to arm and disarm the system, access system features, and to program the regular access code. The regular access code can only be used to arm and disarm the system, and access system features.

To program the Master code, or the regular access code:

1. Press ✳ ⑤ [current Master Code]

2. To program the Master code, press [1]. To program the regular access code, press [2]. Zone lights 1 or 2 will flash, depending on which code you have chosen to program.

3. Enter the new code. Access codes must have four digits. Enter digits 0 through 9 only.

CAUTION: *Do not use obvious codes such as [1111] or [1234].*

4. To exit access code programming, press #.
5. Record your new codes on the "System Information" section in this booklet.

Bypassing zones

Use the zone bypassing feature when you will need access to a protected area while the system is armed, or when a zone is temporarily out of service, but you need to arm the system. **Bypassed zones will not be able to sound an alarm.** Zones cannot be bypassed once the system is armed. Bypassed zones are automatically cancelled each time the system is disarmed and must be bypassed again before the next arming.

NOTE: *For security reasons, your installer may program the system to prevent you from bypassing certain zones.*

Bypassing zones reduces your security protection. If you are bypassing a zone because it is not working, call a service technician immediately so that the problem can be resolved and your system returned to proper working order. Make sure that no zones are unintentionally bypassed when arming your system.

1. Start with the system in the Ready state. Press ✳ ①.

2. Enter the number of the zone to be bypassed (1 or 2). When a zone is bypassed, the corresponding zone light will turn ON.

3. If a zone is bypassed by mistake, enter that zone number again; the zone light will turn OFF, indicating that the zone is not bypassed.

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

WARNING Please Read Carefully

Note to Installers

This warning contains vital information. As the only individual in contact with system users, it is your responsibility to bring each item in this warning to the attention of the users of this system.

System Failures

This system has been carefully designed to be as effective as possible. There are circumstances, however, involving fire, burglary, or other types of emergencies where it may not provide protection. Any alarm system of any type may be compromised deliberately or may fail to operate as expected for a variety of reasons. Some but not all of these reasons may be:

■ Inadequate Installation

A security system must be installed properly in order to provide adequate protection. Every installation should be evaluated by a security professional to ensure that all access points and areas are covered. Locks and latches on windows and doors must be secure and operate as intended. Windows, doors, walls, ceilings and other building materials must be of sufficient strength and construction to provide the level of protection expected. A reevaluation must be done during and after any construction activity. An evaluation by the fire and/or police department is highly recommended if this service is available.

■ Criminal Knowledge

This system contains security features which were known to be effective at the time of manufacture. It is possible for persons with criminal intent to develop techniques which reduce the effectiveness of these features. It is important that a security system be reviewed periodically to ensure that its features remain effective and that it be updated or replaced if it is found that it does not provide the protection expected.

■ Access by Intruders

Intruders may enter through an unprotected access point, circumvent a sensing device, evade detection by moving through an area of insufficient coverage, disconnect a warning device, or interfere with or prevent the proper operation of the system.

■ Power Failure

Control units, intrusion detectors, smoke detectors and many other security devices require an adequate power supply for proper operation. If a device operates from batteries, it is possible for the batteries to fail. Even if the batteries have not failed, they must be charged, in good condition and installed correctly. If a device operates only by AC power, any interruption, however brief, will render that device inoperative while it does not have power. Power interruptions of any length are often accompanied by voltage fluctuations which may damage electronic equipment such as a security system. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.

■ Failure of Replaceable Batteries

This system's wireless transmitters have been designed to provide several years of battery life under normal conditions. The expected battery life is a function of the device environment, usage and type. Ambient conditions such as high humidity, high or low temperatures, or large temperature fluctuations may reduce the expected battery life. While each transmitting device has a low battery monitor which identifies when the batteries need to be replaced, this monitor may fail to operate as expected. Regular testing and maintenance will keep the system in good operating condition.

■ Compromise of Radio Frequency (Wireless) Devices

Signals may not reach the receiver under all circumstances which could include metal objects placed on or near the radio path or deliberate jamming or other inadvertent radio signal interference.

■ System Users

A user may not be able to operate a panic or emergency switch possibly due to permanent or temporary physical disability, inability to reach the device in time, or unfamiliarity with the correct operation. It is important that all system users be trained in the correct operation of the alarm system and that they know how to respond when the system indicates an alarm.

■ Smoke Detectors

Smoke detectors that are a part of this system may not properly alert occupants of a fire for a number of reasons, some of which follow. The smoke detectors may have been improperly installed or positioned. Smoke may not be able to reach the smoke detectors, such as when the fire is in a chimney, walls or roofs, or on the other side of closed doors. Smoke detectors may not detect smoke from fires on another level of the residence or building.

Every fire is different in the amount of smoke produced and the rate of burning. Smoke detectors cannot sense all types of fires equally well. Smoke detectors may not provide timely warning of fires caused by carelessness or safety hazards such as smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches or arson.

Even if the smoke detector operates as intended, there may be circumstances when there is insufficient warning to allow all occupants to escape in time to avoid injury or death.

■ Motion Detectors

Motion detectors can only detect motion within the designated areas as shown in their respective installation instructions. They cannot discriminate between intruders and intended occupants. Motion detectors do not provide volumetric area protection. They have multiple beams of detection and motion can only be detected in unobstructed areas covered by these beams. They cannot detect motion which occurs behind walls, ceilings, floor, closed doors, glass partitions, glass doors or windows. Any type of tampering whether intentional or unintentional such as masking, painting, or spraying of any material on the lenses, mirrors, windows or any other part of the detection system will impair its proper operation.

Passive infrared motion detectors operate by sensing changes in temperature. However their effectiveness can be reduced when the ambient temperature rises near or above body temperature or if there are intentional or unintentional sources of heat in or near the detection area. Some of these heat sources could be heaters, radiators, stoves, barbeques, fireplaces, sunlight, steam vents, lighting and so on.

■ Warning Devices

Warning devices such as sirens, bells, horns, or strobes may not warn people or waken someone sleeping if there is an intervening wall or door. If warning devices are located on a different level of the residence or premise, then it is less likely that the occupants will be alerted or awakened. Audible warning devices may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners or other appliances, or passing traffic. Audible warning devices, however loud, may not be heard by a hearing-impaired person.

■ Telephone Lines

If telephone lines are used to transmit alarms, they may be out of service or busy for certain periods of time. Also an intruder may cut the telephone line or defeat its operation by more sophisticated means which may be difficult to detect.

■ Insufficient Time

There may be circumstances when the system will operate as intended, yet the occupants will not be protected from the emergency due to their inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time to protect the occupants or their belongings.

■ Component Failure

Although every effort has been made to make this system as reliable as possible, the system may fail to function as intended due to the failure of a component.

■ Inadequate Testing

Most problems that would prevent an alarm system from operating as intended can be found by regular testing and maintenance. The complete system should be tested weekly and immediately after a break-in, an attempted break-in, a fire, a storm, an earthquake, an accident, or any kind of construction activity inside or outside the premises. The testing should include all sensing devices, keypads, consoles, alarm indicating devices and any other operational devices that are part of the system.

■ Security and Insurance

Regardless of its capabilities, an alarm system is not a substitute for property or life insurance. An alarm system also is not a substitute for property owners, renters, or other occupants to act prudently to prevent or minimize the harmful effects of an emergency situation.