

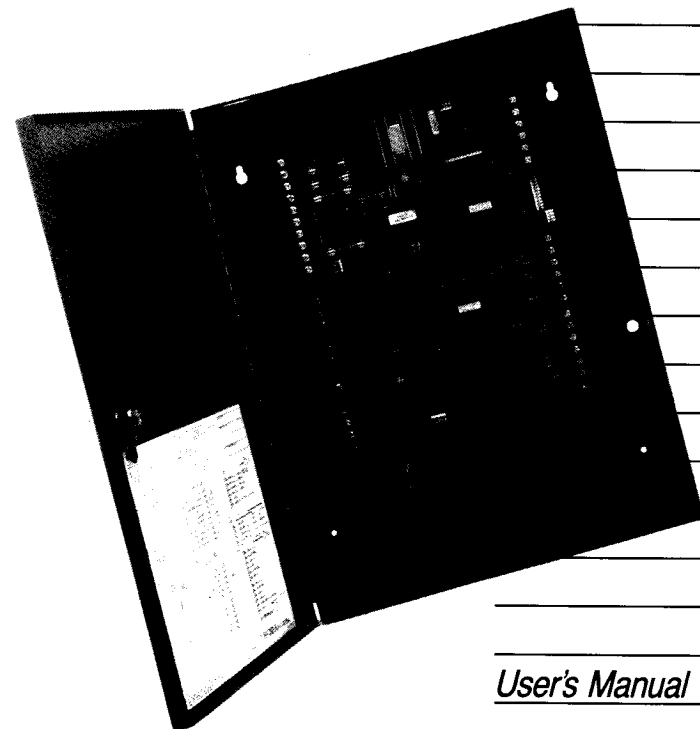
**Silent Knight**

**Model 2820**

*Combination*

*Residential/Commercial*

*Security System*



**SILENT  
KNIGHT**

SECURITY SYSTEMS

Silent Knight Security Systems  
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*User's Manual*



**SILENT  
KNIGHT**  
SECURITY SYSTEMS

Part Number 150493

9/89

**TO RESET AN ALARM CONDITION,  
SIMPLY ENTER YOUR ACCESS CODE.**



**Important:** Silent Knight products should be tested every month (under no circumstances less than every three months) to ensure complete and proper input and output connections.

**Limited Warranty**

Silent Knight Security Systems warrants that the products of its manufacture shall be free from defects in materials or workmanship for one year from the date of invoice if such goods have been properly installed, are subject to normal use, and have not been modified in any manner whatsoever. Upon return of a defective product to the nearest Silent Knight dealer, Silent Knight will, at its sole discretion, either repair or replace, at no cost to the customer, such goods as may be of defective material or workmanship. Customers outside the United States are to return products to their distributor for repair.

Silent Knight Security Systems shall not under any circumstances be liable for any incidental or consequential damages arising from loss of property or other damage or losses owing to the failure of Silent Knight Security System products beyond the cost of repair or replacement of any defective products.

Silent Knight Security Systems makes no warranty of fitness or merchantability and no other warranty, oral or written, express or implied, beyond the one year warranty expressly specified herein.

**INTRODUCTION**

The Silent Knight Model 2820 Residential and Commercial Security System is designed with the most recent microprocessor technology for both residential and commercial use. It provides you with dependable, 24-hour protection for your home, family, or business. Although it is a very sophisticated piece of equipment, you will find it flexible and easy to use, and a very dependable protection device.

The Model 2820 Security System allows you to monitor everything from tampering to intrusions, temperature and fire. These conditions can be monitored in up to 32 different zones within your home or business. A zone can identify a room, a group of rooms, or a section of a room within a building.

When programmed for **residential** use, the Model 2820 Security System has individual access codes for up to nine primary users and up to 20 secondary (temporary) users. The home owner limits access to his or her property, as he or she can change the authorized access for each person with immediate effect. The user of each access code can only use those functions that his or her user code is authorized for.

When programmed for **commercial** use, the Model 2820 Security System has individual access codes for up to 29 users. Each user has access only to those functions that his or her user code is authorized for. This allows the business owner or building manager to limit access to the building, and to change the authorized access for each person with immediate effect.

Your Silent Knight Model 2820 system has been custom programmed and installed using the components, options, and features that most closely accommodate your particular needs. Because the installation is managed by your local security installing company, it may include some features that are not covered in this manual. Also, your installation company may have decided that other features of the Silent Knight Model 2820 are unnecessary, and therefore, it may lack some of the features that are discussed in this manual.

Typically, using a variety of sensing devices, the Model 2820 system provides 24-hour electronic surveillance detection and reporting for:

1. Attempted burglary or intrusion
2. Fire and smoke
3. Attempts to tamper with the security system
4. Input from special sensors, such as furnace or freezer failure
5. Emergencies (manually activated)

It is important that you familiarize yourself with how the 2820 Security System is operated. The operating procedure is outlined in the following pages. By knowing this procedure well, you will be able to obtain the highest degree of security and versatility from the security system. It will also help you to prevent false alarms.

If you have any questions, contact your alarm system installer, who can also help you fill out the system data pages in the back of this guide.

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## SYSTEM OVERVIEW AND DESCRIPTION

The major components of your Silent Knight Model 2820 Security System are:

- Sensors and detectors
- Control Communication Panel
- Keystations

The Model 2820 Security System can monitor up to 32 different zones. A variety of sensors can be used in each zone. These sensors include door contact switches, motion detectors, smoke detectors and heat sensors.

The Model 2820 Control Communicator Panel is the electronic center of your Silent Knight Model 2820 Security System. All sensors and keystations are connected to the panel. The sensors and keystations communicate all alarms to the panel, which issues signals that actuate warning tones and alarm bells, and notifies your security

company's monitoring office. You should normally not have to open the cabinet which contains the control communicator panel once it has been installed.

The system has a standby battery which is constantly being charged to prevent system shutdown during power failure. The system is capable of being operated for many hours from the battery during power outages.

In **residential** installations, the Silent Knight Model 2250 keystations are typically installed in the master bedroom and at main entries. In **commercial** installations, the Model 2240 keystations may be installed in the main office area and by the main entrances. Programmable in a large number of different combinations, they allow you to quickly and conveniently arm and disarm system functions and zones, providing an extremely high degree of tamper-proof security.

## A. Monitoring Capabilities

### Intrusion

Your Silent Knight 2820 Security System is active 24 hours a day, monitoring for fire, temperature, and intrusions.

The intrusion (burglary) portion of the system must be turned **ON** and **OFF** (armed and disarmed) as occupants come and go. It is important that your intrusion system be on at all times your home is not occupied and when occupants are sleeping. The intrusion system can be armed or disarmed from any of the control keystations. In a typical **residential** situation the system will be armed at night from the keystation, and armed again, upon leaving the home in the morning. In a typical **commercial** situation the system will be armed each night.

One or more of your doors have been "sensored" to allow entrance and exit alarm delays. This is done to give you an adjustable, preprogrammed amount of time to leave after arming the system, without setting off an alarm.

If you have chosen to divide your home or business into perimeter zones (all possible outside entries, doors, windows), and interior zones, you can operate security for them separately. An armed perimeter provides intrusion protection while at the same time the disarmed interior allows free movement inside the house or building. The interior zones can be armed and disarmed separately using the **[CHIME/INTERIOR]** button (see page 8).

### Exit/Entry Delay

The exit delay gives you time to leave the building after arming the system. Activating a delayed zone during the programmed exit time period will not cause an alarm.

If a delayed zone input is still active at the moment the exit delay elapses, it will cause an immediate alarm.

The entry delay gives you time to disarm the system after entering the building.

Activating a delayed zone after the exit time will cause the speaker to emit an entry delay tone for the duration of the entry delay and will cause an alarm at the end of the time out if the system is not disarmed.

If the **INSTANT LED** is on, all delays are ignored and the activation of a delayed input will cause an immediate alarm.

### Fire

If a fire is sensed, a pulsing alarm will sound and the system will send a fire alarm signal to your security installer's monitoring office. Entering your access code will silence the alarm.

### Tamper Alarm

Certain components of your security system may be protected against attempts to disable them and prevent the system from operating properly. Items such as outside bell or siren enclosures, the control cabinet, and telephone equipment are subject to unauthorized access and tampering. Your system can be designed to monitor and report these conditions to the security company's monitoring station.

### Emergency

Emergency alarms can be programmed to be sent to doctors/hospitals/paramedics, etc. This type of alarm is manually sent simply by pushing the appropriate panic button on a system keystation.

### Access Codes

An access code is a confidential number, three to six digits in length. Users enter this number into keystations, to arm and disarm, and command all functions of the Model 2820 Security System.

The residential Model 2820 Security System has three different types of access codes. These are the Main Access Code, Primary Access Codes, and Secondary Access Codes.

**Main Access Code:** Your main access code allows you to change other code numbers, and to reset the time that is displayed on your LCD display. This is a master control code number which must be written down and stored in a safe place.

**NOTE 1:** Without this number, it is virtually impossible for anyone to reprogram the system or reset the time or date.

**NOTE 2:** Because Code 1 can activate the **WALK TEST Mode**, in which the Model 2820 is temporarily prevented from responding to an actual fire alarm, Code 1 may not be used by the end user in a UL Certificated commercial fire installation. If this is the case for you, your installer will do any reprogramming or other tasks that require the use of the Main Access Code.

**SYSTEM OVERVIEW AND DESCRIPTION (continued)**

**Primary Access Codes:** Up to nine primary access codes (including the main Access Code) can be programmed into the Model 2820 Residential Security System.

The primary access codes are the basic "keys" to your security system. The primary access codes can be programmed to permit the code user to arm and to disarm the system.

**Secondary Access Codes:** The residential Model 2820 Security System codes can be

programmed for a maximum of 20 secondary access codes. The secondary access codes are also called **CODE 2**. Guests, cleaning people, and others who may need temporary access to your home or property can receive one of these codes. The secondary access codes are only usable after being enabled by a primary user pressing [CODE 2] before arming or disarming, and will be disabled when a primary user arms or disarms without pressing [CODE 2].

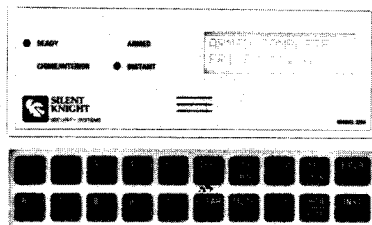
**B. Keystation Models and Descriptions**

There are two UL Listed models of Silent Knight Model 2820 Security System keystations, available with varying features and options.

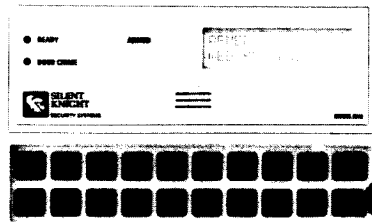
For example, the Model 2240 Commercial Keystation has a [DOOR] key that allows access to specific building areas. The Model 2250 Residential Keystation has a [CODE 2] key that lets you decide whether or not you want babysitters, guests or other secondary users to be able to disarm the system. The 2250's [INSTANT] key can be used to switch exit and entry delays on and off, depending on whether you will be at home or away.

Both models display information on a Liquid Crystal Display (LCD) in the English language. Each has a Piezoelectric Buzzer (PZT) that is used to emit warning tones and alarms. The keypads and LCD's are backlit. A variety of security options can be programmed through each keystation.

As you are using the system, you will quickly become familiar with the information that is displayed by the indicator lights on your keystations. The information that appears on the LCD display will guide you on to the steps you should take for each condition.



**Model 2250 Residential Keystation**



**Model 2240 Commercial Keystation**

**C. System Status Lights**

**READY Light**

**ON** = System is disarmed and all zones are **READY** to be armed.

**OFF (System Disarmed)** = One or more zones are in a **NOT READY** condition. A sensor equipped door or window may be open.

**Off (System Armed)** = Normal operating condition.

**FLASHING** = System is reporting to the central station.

**ARMED Light**

**ON** = The system is armed.

**OFF** = The system is disarmed.

**CHIME Light (Model 2240 Keystation)**

This light shows the status of the door chime feature.

**ON** = Chime zones will chime when opened or closed.

**OFF** = Chime zones will not chime.

**CHIME/INTERIOR Light (Model 2250 Keystation)**

This light shows the status of the door chime feature and interior zones. The chime feature is active only when the system is disarmed, and the interior feature operates when the system is armed.

**ON** = Chime zones will sound a chime when the door is opened or closed, and interior zones are enabled.

**OFF** = Chime zones will remain silent and interior zones are disabled (only perimeter zones will arm).

**INSTANT Light (Model 2250 Keystation Only)**

**ON** = All armed zones will cause an instant alarm when violated.

**OFF** = Selected entry/exit zones will have a time delay, allowing you to leave after arming the system, and disarm the system upon your return without setting off an alarm.

**D. Keypad Function Buttons**

The keypad is used to enter access codes through the 0-9 numerical keys. In addition, the following keys are dedicated to special functions.

**TEST Button**

This switch is used to test the alarm bells and operation of the central station dialer. This switch can also be used by the Main Access Code user to reprogram certain functions.

**ALARM MEM Button**

Pressing this function button will display the zones that have caused an alarm, if any, since the system was last armed.

**STATUS Button**

This key is used when the system cannot be armed because of a **NOT READY** condition in one of the zones. When this function key is pressed, the LCD display will show the zone number and a description of the zones that are **NOT READY** to be armed. This key is also used to display trouble conditions.

**BYPASS Button**

This switch allows you to bypass each of the intrusion zones. It also allows you to re-view zones already bypassed.

**EMER Button  
(Model 2250 Keystation Only)**

If you press and hold this key for one full second, an emergency alarm will be transmitted to the central station. This key can be used in Medical emergencies and other panic situations.

**\* Buttons  
(Model 2240 Keystation Only)**

If you press and hold both [\*] keys for one full second, an emergency alarm will be transmitted. If this feature is not desired, it can be disabled by your alarm installer. In commercial fire installations, Underwriters Laboratories Inc. (UL) requires that it be disabled.

**CLEAR Button**

This key is used to clear incorrect entries so that the correct information can be entered.

**MUTE Button**

Used to silence the **TROUBLE** alert tone, or exit from a programming mode (press twice).

**DOOR Button  
(Model 2240 Keystation Only)**

When used in conjunction with the proper access codes, this function allows access to a specified building area through an electrically secured door.

**CODE 2 Button  
(Model 2250 Keystation Only)**

When pressed before entering a primary code to arm or disarm, the **CODE 2** feature will enable the secondary codes to be used. These codes can be given to guests, cleaning people, etc. They will be able to arm and disarm your security system, until you use a primary code without pressing [CODE 2]. When **CODE 2** is disabled, a secondary user can arm the system but cannot disarm it.

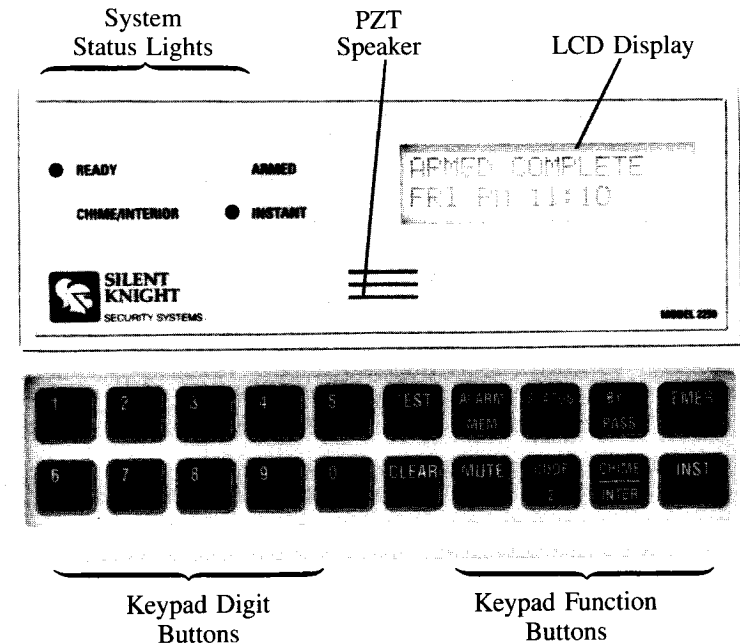
**CHIME Button  
(Model 2240 Keystation Only)**

This key can be used to switch the entry chime feature **ON** or **OFF** when the system is disarmed.

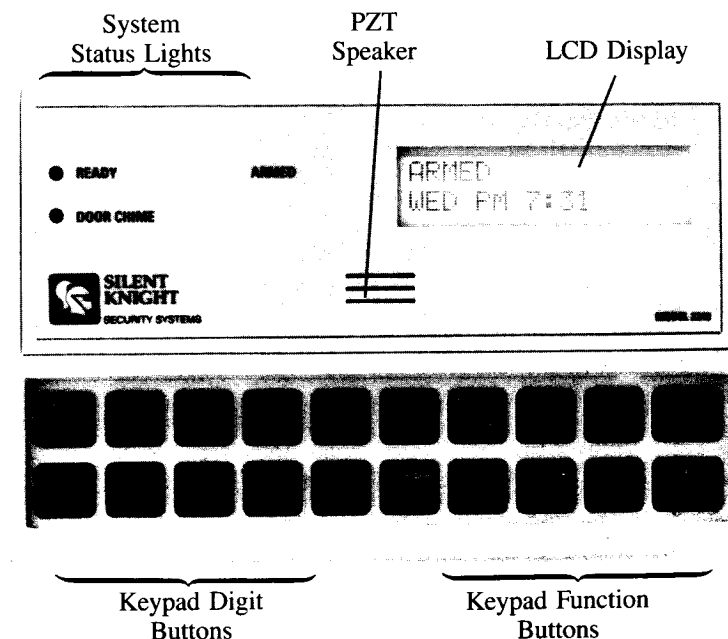
**CHIME/INTER Button  
(Model 2250 Keystation Only)**

This key can be used to switch the entry chime feature **ON** or **OFF** when the system is disarmed, and to switch the interior zones **ON** or **OFF** before arming the system.

When you arm the system with the [INTERIOR] **OFF**, you will be able to move about inside the house, but perimeter doors and windows will be secure against intruders. If you are leaving, you should turn the [INTERIOR] **ON** before arming, giving maximum protection against unauthorized entry. You may switch the [INTERIOR] during the exit delay, but once the system is fully armed, the [INTERIOR] key will be disabled. Or, you may elect to keep the [INTERIOR] key functional all of the time so that you can turn on the interior protection from your bedside. Your installer will tailor the system to suit your needs.



**MODEL 2250**



**MODEL 2240**

**INSTANT Button  
(Model 2250 Keystation Only)**

This key can be used to switch the entry/exit delays **ON** or **OFF**. Normally, you will turn the [INSTANT] feature **OFF** when you leave your home, but turn it **ON** during the nights when you are staying home.

**E. LCD Display Messages**

**BYPASSED**

When this message is displayed, one or more of the zones have been bypassed (turned off).

When this message is not displayed, all zones are in their normal **UNBYPASSED** operating condition.

*NOTE: **BYPASSED** will not be displayed if zones are bypassed and the system is armed.*

**TROUBLE**

When this message is displayed, it indicates that a trouble condition exists in the system (for example a broken wire).

**SILENCED**

When this message is displayed, a **TROUBLE** condition alert has been silenced, but the trouble which triggered the alert is still there.

**SERVICE**

This message is displayed when the control panel is in the **SERVICE** mode. The panel will not function at this time and you must contact the security company in order to have the system repaired.

**FIRE ALARM**

When this message is being displayed, one or more of the zones that are programmed as **FIRE** zones are in alarm.

**INTRUSION ALARM**

When this message is being displayed, one or more of the zones which are programmed as intrusion zones are in alarm. Other possible alarm types are: **MEDICAL**, **PANIC**, **TAMPER**, and **AUXILIARY**.

**PERIMETER**

**(Model 2250 Keystation Only)**

This message indicates that the interior zones are turned off.

**COMPLETE**

**(Model 2250 Keystation Only)**

This message indicates that the interior zones are enabled.

**INSTANT**

**(Model 2250 Keystation Only)**

This message indicates that the entry/exit delays have been turned **OFF**.

**CODE 2**

**(Model 2250 Keystation Only)**

This message indicates that users with secondary codes can disarm the security system.

**F. Audible Alarms**

When an alarm is activated, the corresponding LCD message will be displayed, indicating which zone and type of alarm is active.

The Silent Knight 2240 and 2250 keystations have built-in audible Piezoelectric transducers (PZT speakers) which provide audible indications of the following.

**Trouble Condition**

One second beep that sounds every five seconds.

**Entry**

The entry tones consist of one beep every second during the delay time. In a commercial system, this signal may also be emitted during the exit delay.

**Door Chime**

A double beep. It sounds each time a perimeter sensor is opened or closed.

**Alarms**

The PZT will beep every two seconds when the system is in alarm. In addition, the system speakers will produce high volume alarm sounds as follows:

**Fire Alarm**

A high volume, high pitch pulsed tone.

**Emergency Alarm**

Slowly alternating high/low pitch.

**Intrusion Alarm**

A high volume, alternating high/low pitch constant tone.

**Auxiliary Alarm**

Alternating high/low pitch, pulsed tones.

Your Silent Knight 2820 Security System is active 24 hours a day, monitoring for fire, intrusion and emergencies. The fire, intrusion and other sensors that are connected to the system signal any alarm condition to the Model 2820 Control/Communicator panel. The Control/Communicator panel in turn reports alarms and other irregularities to the Central Station.

You control which sensors are active from your keystation.

### A. Basic Control Functions

The following is a short operating guide for each of the Model 2820 Security System functions or capabilities. Go over each with your security system installation representative if you have any questions, and practice them until you feel comfortable with the day-to-day operation of each function.

#### NOT READY

A **NOT READY** condition (**READY** light is **OFF** and “**NOT READY**” is displayed on the LCD), typically means that one or more of your programmed zones are not prepared for system arming, (a door is ajar, a window is left open). Before you can arm the system you must identify and correct the **NOT READY** condition.

**EXAMPLE:** Press the [STATUS] key on the keypad, and the LCD will display the zone number and location of the problem (Example: “**3 BACK DOOR**”). Close the door and the system will automatically indicate “**READY.**”

#### TROUBLE Message

If the keystation displays a **TROUBLE** condition when you are arming the system, stop the procedure and contact your central station for servicing. **DO NOT** attempt to arm the system until the **TROUBLE** condition has been cleared, because your system will not be fully operational during a **TROUBLE** condition.

### Silencing a Trouble Condition (MUTE)

To silence a **TROUBLE** condition alert tone, press the mute key twice. The LCD will now show “**SILENCED**” instead of “**TROUBLE.**” If a new condition should occur, the “**TROUBLE**” display and alert tone will be reactivated.

### Arming Your System


When leaving your residence or business you will want to arm the intrusion protection of your Silent Knight 2820 Fire and Burglary Security System. Follow the correct procedure for the keystation that you are using.



### Model 2240 Commercial Keystation


1. Make sure the green **READY** light is lit on the keystation, and the **ARMED** light is **OFF**.
2. Enter your access code on the keypad. When you finish, the green **READY** light will go **OFF**, the **ARMED** light will come **ON**, and your system is armed!

You then have a specified time to exit. (You and your installer will have determined the exact number of seconds necessary, typically 20 to 40 seconds).

3. The keystation will give you an exit warning tone with “beeps” to count down the exit time for you, if your security system installer has programmed the system for this option. If you are not out of the building within the specified time, you will cause an alarm to go off. If your security system installer did not program for an exit warning tone, the countdown will be silent.

 **READY** light is on.      ● **ARMED** light is off.

[1] [2] [3] [4] Access code.  

● **READY** light is off.       **ARMED** light is on.

### Model 2250 Residential Keystation

Every night, or when you are leaving your home, you should arm the intrusion protection functions of your Silent Knight Model 2820 Security System through this procedure.

1. Make sure that the green **READY** light is lit on the keystation, and that the **ARMED** light is **OFF**.
2. If you are leaving your home unoccupied, you should turn the [INTERIOR] and the [INSTANT] **OFF**. This activates all zones and allows you a delay period when you leave and when you return.

If you are staying home, you should turn the [INTERIOR] **OFF** and [INSTANT] **ON**. This allows you to move about in the interior of your home, and allows the system to detect an intrusion without delay.

For special circumstances, you may use other combinations of [INTERIOR] and [INSTANT]. If you are arming the system from your bedside and want maximum protection against intruders, you may turn both [INTERIOR] and [INSTANT] **ON**.

If you are leaving, but other family members are staying home, you can turn both [INTERIOR] and [INSTANT] **OFF**.

3. Enter your access code (for example 5432) on your keypad. When this has been entered, the green **READY** light will turn **OFF**, the **ARMED** light will come **ON**, and your system is armed.

Once the system is armed, you will have a specified time period to exit the premises. The duration of the exit time delay is determined by yourself and your installer. If the **INSTANT** light is **ON**, there will be no delay.

The keystation may emit warning beeps to count down your exit time, if your security system installer has programmed the system for this option. Otherwise, the countdown will be silent.

You must be out of the premises, and have shut the door, before the exit delay time has elapsed. Otherwise you will cause an alarm.



### Disarming Your System

When you return and open a house or building door on the delay circuit, an entrance warning tone will sound and you will have a programmed amount of time to enter and disarm the system. The warning tone will stop as soon as you enter in the first digit of your access code allowing you to clearly hear "beeps" as you finish entering your access code to disarm the system.

*NOTE: Remember that whenever you are entering codes into a keystation, you have a two second time frame to enter each digit of the code. If you pause too long between digits, you will hear a "beep" and the keystation LCD display will ask you to "TRY AGAIN." Wait until you remember the complete code, and then enter it once more. If you should make a mistake while entering the code, press the [CLEAR] button and try again.*

To disarm, enter your access code on the keypad. The ARMED light will go off, and the READY light will go back on, then press the [CHIME/INTERIOR] button, so that the CHIME/INTERIOR light goes off.

● READY light is off.      ☀ ARMED light (red) is on.

[1] [2] [3] [4] Access code.

☀ READY light (green) is on.      ● ARMED light is off.

☀ If CHIME/INTERIOR light (yellow) is on (residential), press [CHIME/INTERIOR] button.

● CHIME/INTERIOR light goes off.

### DURESS

If you are forced to disarm the system under duress, a duress or distress alarm can be silently transmitted to the alarm central station by pressing one or two predetermined digits that you and your security installation company have programmed into the system before entering your access code. (The system indicator lights, LCD display and alarms will not indicate that a silent Duress alarm is being sent.)

### Resetting an Alarm Condition

To reset an alarm condition, simply enter your access code.

### Viewing Alarm Memory

The ALARM MEMORY function records alarm information. Press the [ALARM MEM] key and the LCD will show the zone and location of any alarms that may have happened. This function only has a memory for activity from that single arming period. The next time you arm the system the memory from the previous period will be automatically erased.

### BYPASS

The [BYPASS] button is used to disable individual intrusion zones. You cannot bypass 24 hour fire and emergency zones.

#### To Bypass a Zone (Disarmed)

1. Enter the number of the zone that you would like to bypass.
2. Press the [BYPASS] button.
3. The LCD will show the number of the zone which is now bypassed.

*NOTE 1: If the LCD reads "RESTRICTED ZONE," you have attempted to bypass a fire or emergency zone. These zones cannot be bypassed, and always trigger an alarm if violated.*

*NOTE 2: For added security, you may program the system to require an access code even when the system is disarmed. After pressing [BYPASS], the LCD would request "ENTER CODE."*

If you want to know which zones are bypassed, simply press the [BYPASS] key. The numbers and locations of the zones that have been bypassed will be displayed.

Press [ALARM MEM] key.

LCD shows type of alarm and location



[3] Zone you want to bypass.

Press the [BYPASS] key.

If the system is programmed to require an access code, the LCD will display:



[1] [2] [3] [4] Access code.

The LCD will show either:



Successful  
OR



If you tried to bypass a FIRE or EMERGENCY Zone.

If you press [BYPASS] again, the LCD will show the zone and location:



**To Unbypass a Zone (Disarmed)**

1. Enter the number of the zone that you would like to unbypass.
2. Press the [BYPASS] button.
3. Repeat for all zones that you would like to unbypass.

*NOTE 1: If the LCD reads "RESTRICTED ZONE," it means that the zone cannot be bypassed (fire or emergency zone), or would cause an alarm if unbypassed.*

*NOTE 2: For added security, you may be required to enter your access code after you press the [BYPASS] button.*

*NOTE 3: If attempting to unbypass a not ready zone when system is armed "RESTRICTED ZONE" will appear since a false alarm would occur.*

**To Bypass or Unbypass an Armed System**

1. Press the number of the zone to be bypassed or unbypassed.
2. Press the [BYPASS] button.
3. Enter your access code.

If your system is armed and you want to know which zones are bypassed, press the [BYPASS] key, and then your access code. The numbers and locations of the zones that have been bypassed will be displayed.

**CHIME**

The chime function will cause a chime sound whenever any chime zone sensor is activated while the system is disarmed. The chime can be turned ON or OFF simply by

pressing the [CHIME] key. The same key also switches the interior zones ON and OFF.

**CODE 2  
(Model 2250 Keystation Only)**

Press [CODE 2] followed by your primary access code. The system will be armed, but allow the secondary codes to disarm and arm.

The Code 2 function will automatically stop when the system is disarmed using your primary access code.

**DOOR  
(Model 2240 Keystation Only)**

Pressing the [DOOR] button followed by your access code, will cause the doorstrike to activate.

*NOTE: The Model 2820 Security System is not UL Listed for door access control.*

**CLEAR**

The [CLEAR] key is used to erase an incorrect command.

**EXAMPLE:** If you begin to enter your access code (example: 5432) and press a 3 instead of a 4, push the [CLEAR] key and enter the complete access number again.

**B. Tests**

**IMPORTANT: Weekly tests are recommended to insure proper system operation. Discuss testing with your security company installer to develop the optimum results.**

**To Test Overall System Operation:**

1. Call and inform your security company's central station that you plan on running a system test.
2. Be sure the system is disarmed.
3. Press the [TEST] button, followed by your access code.
4. The keystation lights will flash, your alarm will sound for two seconds, and a dialer test will be transmitted to the central station. There are a variety of central station response procedures. Your security company will inform you about what response to anticipate.

*NOTE: The test described above will not test the sensors and detection devices that activate alarms.*

**Fire System Test Procedure**

In a household fire system it is required to periodically test the bell or bells on standby power only. This test must be performed weekly according to the following procedure:

1. Call the central station and report that you are going to conduct a test.
2. Make sure that the system is not armed.
3. Remove the screw that secures the 9220 transformer to the outlet.
4. Unplug the transformer from the 120 VAC receptacle.
5. Press [TEST], followed by the access code, at the keystation. The bell or bells should sound for a few seconds. The test will be recorded at the Central Station.

6. Plug the transformer back into the receptacle.
7. Replace the transformer retaining screw. This completes the procedure.

*NOTE: While the transformer is unplugged, the system may sound AC trouble. If this situation should occur, press [MUTE] [MUTE] to silence the trouble. The trouble will automatically clear within one minute after the transformer has been reinstalled.*

**C. Reprogramming Time and Access Codes**

Your security system installer will have completed all the initial programming of your Model 2820. However, you may wish to make changes in the future.

There are two options you can reprogram without the help of the security system installing company. These two options are:

1. Resetting the time and date displays
2. Changing access codes

**To Reset The Time**

1. Press the digit "9" and then the [TEST] button, followed by your main access code. The display will now show "TIME?".
2. The time setting is six digits in length. The first digit indicates the day of the week (Sunday = 0, Monday = 1, Tuesday = 2, Wednesday = 3, Thursday = 4, Friday = 5, Saturday = 6). The second digit indicates A.M. or P.M. (A.M. = 0, P.M. = 1). The third through the sixth digit indicates the actual time in hours and minutes.

**USING YOUR SILENT KNIGHT MODEL 2820 SYSTEM (continued)**

3. After pressing the sixth time digit, the keystation will return to its normal operating mode with the right time in place.

**EXAMPLE:** To reset the time for Tuesday 9:15 A.M., you would enter 9, [TEST], your access code, 2 (for Tuesday), 0 (for A.M.), 09 (for 9 o'clock), 15 (for minutes). Remember to add a 0 before single digit hours or minutes when entering the time portion.

If your Model 2820 Security System includes a Model 5255 printer, you will be asked for the **DATE** whenever you set the **TIME**. The display will show "DATE?".

\*The date setting is also six digits in length. The first two digits are the month, the next two digits are the day, and the last two digits are the year.

**EXAMPLE:** To reset the date for March 25, 1989, you would enter 032589.

\*When pressing the sixth digit, the keystation will return to its normal operating mode.

**NOTE:** Always remember to enter the leading zeroes for one-digit numbers indicating the month, date, hour or minutes.

**Reprogramming New Access Codes**

Do not reprogram new access codes unless advised by the installer. If the installer advises you to do so, make sure that the system is disarmed and that you are not in the TIME SET Mode.

1. Press the Digit [7] key, then the [TEST] key, followed by your main access code.

2. Press [TEST] to display the code number which you entered. If you don't want to change this particular code, press the [TEST] button again and it will skip to the next code in sequence.

4. If you would like to change this code, press the [CLEAR] key followed by the new access code which you have assigned (three to six digits).

5. Press [TEST] button to store the new code in the memory. The display will then show the next access code in sequence. Repeat above steps four and five for each additional code that you wish to change.

6. To jump over more than one code, press the [CHIME] key, then insert the number of the code which you wish to change (not the code itself), followed by the [TEST] key.

7. When you have finished making all the access code changes, press the [MUTE] key twice to exit the programming mode, returning to normal operation.

**Deleting An Access Code**

You delete an access code when you clear it from the program without assigning a new code.

\*Press the [CLEAR] and the [TEST] key (in place of steps 4 and 5 above).

**NOTE 1:** You can easily change the access codes by using your main access code. This may be necessary in order to deny access or to change guest codes.

**NOTE 2:** When selecting access codes it is advisable to make them as different from each other as possible to prevent one user from accidentally discovering another user's code. Work with your security system installing company in programming your access codes.

**NOTE 3:** If you have elected to use the Duress Alarm, NEVER start a code with the digit(s) selected to trigger DURESS.

**NOTE 4:** Always remember to press the [TEST] key after entering a new access code, and to record the new access code numbers and keep them in a secure location.

**IN CASE OF TROUBLE**

The Silent Knight Model 2820 Security System is designed to provide you with many years of reliable trouble-free protection, but unforeseen problems may occur. For many problems with a component or zone in your Model 2820 system a low volume, high pitch tone will sound for one second every few seconds, and your keystation LCD will display trouble. If you press the [STATUS] key, the display will scroll the trouble location.

**Trouble and Error Messages**

**BATTERY** indicates a low battery condition in the control panel.

**AC** indicates a loss of AC power to the system.

**LINE 1** indicates that phone line #1 is faulty or in need of service.

**LINE 2** indicates that if the system uses two phone lines, line #2 is faulty.

**DEVICE #0** indicates a problem with the Model 2820 Control Panel.

**DEVICE #1** indicates a problem with the (optional) printer.

**DEVICE #2** indicates a problem with the (optional) zone expander.

**DEVICE #7** indicates a problem with the EEPROM memory.

**KEYSTATION 1-7** indicates a problem with a particular keystation.

**3 BACK DOOR** indicates a problem with a zone number and location.

Contact your installation company immediately for repairs whenever any of these conditions are indicated. The loss of normal electricity will also turn off the power light on your control panel. During brief power outages in your home, your security system will function normally using the rechargeable battery installed in the master control panel.

**B. What Happens When an Alarm Occurs**

**IMPORTANT!** Whenever you return home and find your alarm light flashing, LEAVE IMMEDIATELY and call your central station or the police.

Should your security system go into an alarm condition, three things will happen.

1. A loud audible warning will be heard from all system speakers. (The sound will vary depending on the type of alarm. See Audible Alarm descriptions on page 11.)

2. The keystation LCD will indicate the type of alarm: fire, emergency, or police and its zone location.

3. Your security dealer's central monitoring station will be automatically dialed, reporting the nature and location of the alarm. They, in turn, will dispatch the proper authorities to your home.

**C. In Case of Accidental Alarm Activation**

In the event that your security system is activated accidentally, don't panic. It's important to abort or disarm the alarm as soon as possible. This can be accomplished by entering your access code on the nearest keystation.

**IN CASE OF TROUBLE**

If your system is programmed for delayed reporting and you disarm your system before reporting begins, an alarm will not be transmitted to your dealer's central station. Consult your security company for any further instructions.

*NOTE: When in doubt, assume that the alarm which is occurring is real.*

**EVACUATION PLANNING**

It is vital that every place of residence or business develops and rehearses an evacuation plan in case of fire.

Fire is the third major cause of accidental death, due to the fact that in as little as one or two minutes from its start, a fire can be deadly. It is important that you draw out and regularly practice a fire evacuation plan and procedure to ensure rapid escapes:

- Draw up a floor plan of your home or business clearly showing at least two exits from each room. Since most fire deaths occur in a home while a family is sleeping, pay particular attention to bedrooms, and make sure each family member knows where the nearest exit is to his or her bedroom. Also make sure that each worker knows where the nearest exit is from his or her workplace.
- Make sure family members or workers are familiar with and can quickly recognize your system's audible alarm signals.

**FIRE ALARM** - A high volume, high-pitched intermittent tone.

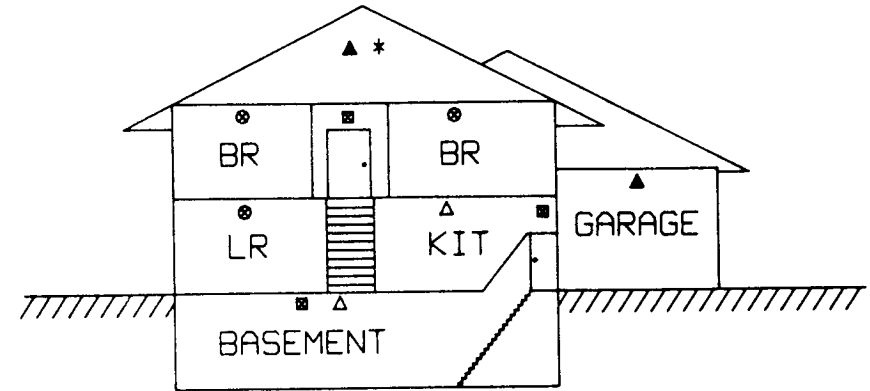
**INTRUSION ALARM** - A high volume, alternating high/low pitch constant tone.

- Instruct family members or workers to feel closed doors **BEFORE** opening them. If a door is warm, **DO NOT OPEN IT!** When faced with this situation, it may be necessary to use an alternate escape route, such as through a bedroom or office window.

- Thick smoke usually accompanies a fire. When moving through smoke, you should stay as close to the ground as possible, crawling if necessary. It would be a good idea to have a flashlight kept in a certain place in each room for emergencies.

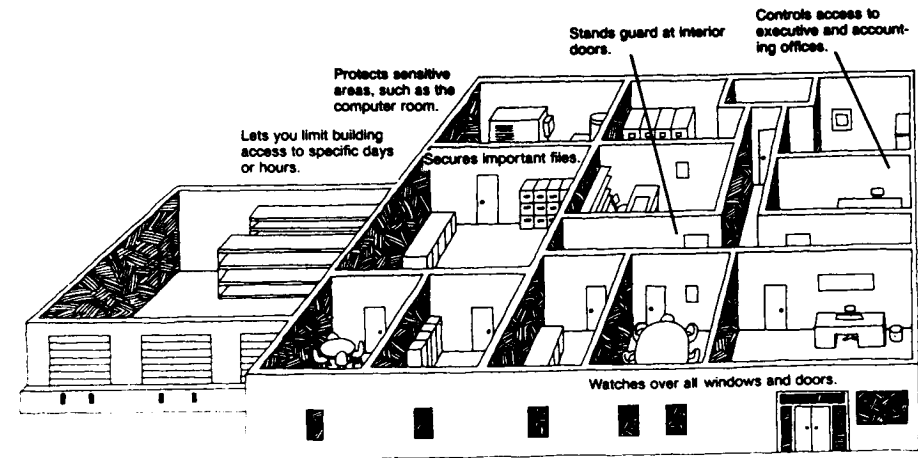
- Make sure all family members and/or workers realize that personal belongings can be replaced, **BUT PEOPLE CAN'T!** Warn them that as soon as a fire is detected, they should get out of the house as soon as possible, without stopping to pack or look for belongings of any type or value. And under no circumstances should anyone return, after escaping, to a burning house.

- A good evacuation plan should outline a certain meeting place outside of the building so that all persons can be accounted for and any required medical assistance can be obtained immediately if necessary.
- Once all persons have safely evacuated, the fire department should be notified from a nearby phone. **DO NOT** stop inside a burning house or building to call the fire department.
- Once a fire evacuation plan is completed, discuss it carefully with all involved, and actually rehearse and practice periodically, so that every person knows exactly what to do should a fire occur.



- SMOKE DETECTORS TO MEET MINIMUM STANDARD
- ⊙ SMOKE DETECTORS FOR ADDITIONAL PROTECTION
- △ 135°F HEAT ACTIVATED DETECTORS
- ▲ 190°F HEAT ACTIVATED DETECTORS
- \* BELL LOCATION

**RESIDENTIAL INSTALLATION**



**COMMERCIAL INSTALLATION**

## OPTIONAL ACCESSORIES

### OPTIONAL ACCESSORIES

The Silent Knight Model 2820 Residential and Commercial Security System offers additional optional accessories.

#### Model 2200

A slimline keystation, weather resistant for outside as well as inside installation.

#### Model 5255

If a Model 5255 on-site printer is used in your system, the print-out must be retained for possible future reference by your central station personnel. This is required by UL if the system is not programmed to report openings and closings to the central station.

### YOUR MODEL 2820 SYSTEM DATA

Keep the following code numbers and information confidential and stored in a safe place!

- System installation company: \_\_\_\_\_
- Name of installer: \_\_\_\_\_
- For service call: \_\_\_\_\_ and/or \_\_\_\_\_
- Before testing call: \_\_\_\_\_ and/or \_\_\_\_\_
- Your account # is: \_\_\_\_\_
- Your central station password is: \_\_\_\_\_

• Number of seconds programmed for exit delay: \_\_\_\_\_

• Number of seconds programmed for entrance delay: \_\_\_\_\_

• Your access codes are:

	Access Code	User's Name
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____
11.	_____	_____
12.	_____	_____
13.	_____	_____
14.	_____	_____
15.	_____	_____
16.	_____	_____

**YOUR MODEL 2820 SYSTEM DATA**

(continued)

Access Code	User's Name
17. _____	_____
18. _____	_____
19. _____	_____
20. _____	_____
21. _____	_____
22. _____	_____
23. _____	_____
24. _____	_____
25. _____	_____
26. _____	_____
27. _____	_____
28. _____	_____
29. _____	_____

**Model 2820  
Combination Residential/Commercial Security System**

• Your zone locations are:

1. _____	9. _____
2. _____	10. _____
3. _____	11. _____
4. _____	12. _____
5. _____	13. _____
6. _____	14. _____
7. _____	15. _____
8. _____	16. _____

If RF zone expanders are used, up to 32 zones may be available. RF zone expanders are not used in UL applications.

17. _____	25. _____
18. _____	26. _____
19. _____	27. _____
20. _____	28. _____
21. _____	29. _____
22. _____	30. _____
23. _____	31. _____
24. _____	32. _____

For more than 20 years, Silent Knight has been a nationwide leader in electronic security systems. Your investment in a Silent Knight Model 2820 Security System will not only add to your peace of mind, but to your home's or building's resale value as well. Work closely with your professional security dealer, as he or she is trained to provide you with reliable installation, maintenance and ongoing surveillance.

*Only Silent Knight guarantees every system sold against lightning strikes!*

Silent Knight Security Systems will even replace your entire 2820 system if necessary, should lightning disable it during the one-year warranty period.

No other security manufacturer backs their systems - and you - with a lightning warranty that strong. It's just another reason to insist on Silent Knight Security products.

**Access Code**

A confidential number, three to six digits in length, used to program, arm and disarm, and command all functions of your security system.

**Armed**

The system will detect intruders.

**Bypass**

To disable a particular zone.

**Chime**

A tone similar to a doorbell.

**Disarmed**

The system will not detect intruders, but is still monitoring for fires, emergencies, etc.

**Entry Delay**

A specified amount of time that is programmed into your security system during which you can enter and disarm without setting off an alarm.

**Exit Delay**

A specified amount of time that is programmed into your security system during which time you can exit and re-enter without setting off an alarm.

**Interior**

A specified area which consists of interior zones.

**Keystation**

A panel from which you can operate your security system.

**LED**

A labeled indicator light on the keystation.

**Perimeter**

A specified area including all possible outside entries, doors and windows.

**Secondary User (Code 2)**

A temporary user of the system such as a babysitter, housesitter, maid, etc.

**Sensored**

When a door or window is sensed, the system can detect it being opened or broken.

**Toggle**

To change to the alternate state, from OFF to ON, or from ON to OFF.

**User**

An operator of the security system, normally yourself.

**Zone**

A specified area that is programmed for security.