



**GE Security**

**466-1938 Rev H**  
**October 2004**

[www.GESecurity.com](http://www.GESecurity.com)

**Part No:**  
**60-883-95R**



# CareGard

---

## Installation Instructions

## Notices

### FCC Part 15 Information to the User

Changes or modifications not expressly approved by GE Security can void the user's authority to operate the equipment.

### FCC Part 15 Class B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the affected equipment and the panel receiver to separate outlets, on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

### ACTA Part 68

This equipment complies with Part 68 of the FCC Rules. Located on this equipment is a label that contains, among other information, the FCC registration number and the ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

FCC Part 68 Registration No. B4Z-USA-46042-AL-T

The REN is used to determine the maximum number of devices that may be connected to your telephone line. Excessive RENs on a telephone line may result in devices not ringing in response to an incoming call. In most areas, the sum of all device RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements as adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compliant modular jack that is also compliant. See the Installation Instructions for details.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the following diagram. If you have any questions concerning these instructions, consult your local telephone company or a qualified installer about installing an RJ31X jack and alarm dialing equipment for you.

If this equipment causes harm to the telephone network, the telephone company may temporarily disconnect your service. If possible, you will be notified in advance. When advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

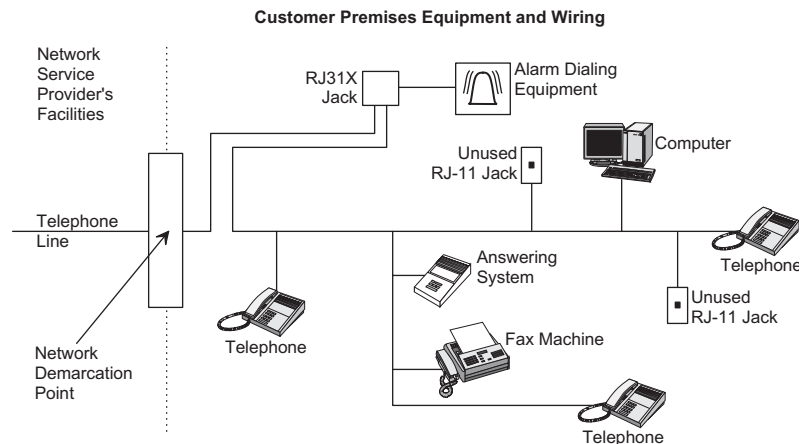
The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. You will be given advance notice in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the company that installed the equipment for service and/or repair information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

### Patent Information

This product and the use of this product may be covered by one or more of the following patents: 4,864,636, 5,805,063, 5,872,512, 5,942,981, 5,686,896, 5,686,855, 4,855,713. Except as expressly provided herein, the purchase of this product shall not constitute a license or otherwise provide a right to practice a method covered by any of the identified patents. GE Security hereby grants the purchaser of this product a limited non-exclusive license to practice the methods patented in the identified patents solely with products manufactured, sold or licensed by GE Security. This license grant does not extend to the use of unlicensed third party products with this product.



**GE Security**

©2004 GE Security. All trademarks are properties of their owners.

All rights reserved.

1275 Red Fox Road  
Arden Hills, MN 55112  
Technical Support: 800-777-2624

# Contents

<b><i>About this Manual</i></b>	<b><i>1</i></b>
<b><i>Special Installation Requirements</i></b>	<b><i>1</i></b>
ETL Listed Basic System .....	1
Home Health Care Signaling Equipment (ETL investigated to UL 1637).....	1
Central Station Reporting .....	1
<b><i>System Components</i></b>	<b><i>2</i></b>
Control Panel .....	2
Personal Help Button1 .....	2
<b><i>Optional Components</i></b>	<b><i>2</i></b>
<b><i>Setting the System</i></b>	<b><i>3</i></b>
Locating the Panel .....	3
Plugging in the Phone Line.....	3
Installing a Line Grabber .....	4
Plugging in the Power.....	4
Powering the System .....	4
Adjusting Speaker Volume .....	4
<b><i>Basic Operation</i></b>	<b><i>5</i></b>
Activating a Portable Panic Button.....	5
Activating the Panel CALL Button .....	5
After Initiating a Call, the Panel .....	5
Changing Call Button Operation .....	5
<b><i>Programming</i></b>	<b><i>5</i></b>
Entering Program Mode.....	5
Setting the Clock.....	6
Setting an Access Code.....	6
Utility Access Code 1 (Dealer Code) .....	6
Utility Access Code 2 (Installer Code) .....	7
Master Access Code (Customer Code).....	7
Access Codes 1-5 .....	7
Changing an Access Code .....	7
Deleting an Access Code .....	7
<b><i>Programming Options</i></b>	<b><i>8</i></b>
Option 1: Panel Voice.....	10
Option 2: Account Number.....	10
Option 3: Primary Phone Number .....	10
Option 4: Secondary Phone Number .....	10

Option 5: Numeric Pager/Voice Event Notification.....	10
Option 6: Call Waiting.....	11
Option 7: N/A .....	11
Option 8: Communication Lock .....	11
Option 9: Downloader Code.....	11
Option 10: Phone Mod 1.....	11
Option 11: Phone Mod 2.....	12
Option 12: Pager/Voice Event Notification - Phone Mod 3.....	12
Option 13: DTMF Enable.....	13
Option 14: Auto Phone Test .....	13
Option 15: RF Timeout.....	13
Option 16: N/A .....	13
Option 17: AC Power Failure Report .....	13
Option 18: CPU Low Battery Report .....	13
Option 19: Fail to Communicate .....	14
Option 20: Ring/Hang/Ring.....	14
Option 21: Call Button Enable.....	14
Option 22: N/A .....	14
Option 23: 300 Baud.....	15
Option 24: AVM Enable.....	15
Option 25: Trouble Beeps.....	15
Option 26: Auto Listen Mode.....	15
Option 27: RF Jam Detect .....	15
Option 28: Access Code Length .....	16
Option 29: Panic Answer.....	16
Option 30: Demo Mode .....	16
Option 31: Report Program Mode .....	16
Option 32: Supervisory Time .....	17
Option 33: Modem Sensitivity.....	17
Option 34: VOX Mic Gain .....	17
Option 35: VOX Gain Range.....	17
Option 36: Manual Mic Gain.....	17
Option 37: VOX Receiver Gain.....	17
Option 38: Alarm Cancel Timeout .....	18
Option 39: Audio Session Cancel.....	18
Option 40: Report Medication Failure at Supervisory Time .....	18
Option 41: Activity Check.....	18
Option 42: Siren Time Out .....	18
Option 43: Set House Code .....	18
Option 44: N/A .....	19
Option 45: CPC Enable.....	19
Option 46: Alarm Clear .....	19
Options 47 - 50: N/A .....	19
Option 51: Open / Close Report .....	19
Exiting Program Mode.....	19
Resetting Panel Programs to Default.....	19

## ***Activity Check***

***20***

Using Activity Check.....	20
Home and Away.....	20

## ***Medication Reminders*** **20**

Setting Medication Reminders.....	20
Acknowledging Medication Reminders .....	20
Home and Away.....	21

## ***Customer Added Sensors*** **21**

Supervised Sensors .....	21
Adding a Sensor With the Start Button.....	21

## ***Installer Added Sensors*** **22**

Adding a Sensor With Panel Program Buttons.....	22
---	----

## ***Deleting a Sensor*** **23**

## ***System Monitoring*** **23**

AC Power.....	23
Backup Battery .....	23
Replacing a Backup Battery.....	23
Sensor Low Battery.....	24
Sensor Supervisory Failure .....	24
Repeater .....	24
Automatic Phone Test.....	25
Phone In Use.....	25
Away Mode Operation .....	25

## ***Sensor Testing*** **25**

## ***Phone Communication Testing*** **25**

Phone Test.....	25
Central Station Communication.....	26
Pager Communication.....	26
Voice Event Notification.....	27
Remote Phone .....	27
Central Station Phone Operation .....	28

## ***Handheld / Keychain Touchpad*** **29**

Handheld Touchpad .....	29
Keychain Touchpad .....	29

## ***Software Release Notes*** **30**

CareGard Software Version 2.0 .....	30
Touchpad Support .....	30
CareGiver Support .....	30
Keychain Touchpad .....	30
Home and Away.....	30

CareGard Software Version 1.3 .....	30
Line-in-use Detection .....	30
Trouble Beeps .....	30
Medication Reminders .....	30
Hang-up Detection.....	30
Alarm Clear.....	30
Away Mode Operation .....	30

## ***Troubleshooting*** ***31***

## ***Appendix*** ***32***

Interrogator 200 AVM Wiring Instructions .....	32
Accessing the Panel Circuit Board .....	32
Wiring the Interrogator 200 AVM .....	33

---

## **About this Manual**

This manual is written for CareGard® Software Version 2.0. Because of ongoing product development, content within this manual may change without notice. GE Security makes every effort to ensure the accuracy of this manual and assumes no responsibility for errors or omissions or their consequences. Please notify GE Security if you find errors or omissions.

This manual provides advanced information for planning, installing, programming, operating, and testing a CareGard system. Complete operation instructions are available in the *CareGard User Guide* (466-1936 Rev. E).

---

## **Special Installation Requirements**

The CareGard system is designed as an emergency notification system. Some installations may require configurations that are governed by city or state codes, or insurance.

ETL has investigated this equipment to meet the following standards:

**Home Health Care Signaling Equipment**—UL 1637, 3<sup>rd</sup> Ed., dated 10/26/98

**Digital Alarm Communicator**—UL 1635, 3<sup>rd</sup> Ed., dated 2/1/96

**Signal Equipment**—CSA C22.2 No. 205-M1983

### **ETL Listed Basic System**

All ETL listed installations require the following:

- Control Panel (60-883-95R)
- Backup Battery 6V 1.2 Ah (60-914)
- Standard Class II 9V AC 700 mA Power Transformer (22-098) or Class II 9V AC 500 mA Power Transformer (22-130) — both are available from GE Security
- Water Resistant Help Button (60-906-95)

### **Home Health Care Signaling Equipment (ETL investigated to UL 1637)**

ETL Basic System plus:

- Door/Window Sensor (60-670-95R)
- Smoke Sensor (60-848-02-95)
- RF Timeout (Option 15) set to 24 hours or less

### **Central Station Reporting**

The following central station receivers have been tested using SIA and Contact ID reporting formats:

- CS5000 Digital Alarm Communicator Receiver
- Radionics D6600 Central Station Receiver
- Sur-Gard Central Station Receiver with models SG-DRL2A and SG-CPM2

#### **Note**

*As the installer, it is your responsibility to verify the panel and receiver are compatible during installation.*

---

## System Components

The CareGard system includes the control panel and a personal help button.

### Control Panel

The control panel (60-883-95R) processes each system function. The panel receives a signal from a panic sensor and sends an emergency report to a central monitoring station through a phone line. The panel can be programmed to schedule activity timers and announce medication reminders.

When the panel cover is closed, the panel buttons are used to *operate* the emergency notification system (see Figure 1). When the panel cover is open, the panel buttons are used to *program* the emergency notification system.

The panel can be installed by either an installer or the customer. See the *CareGard User Guide* for complete instructions.



60-906-95



Figure 1. CareGard Panel Front

### Personal Help Button

The personal help button (60-906-95 or 600-1011-95R) is a wireless device that can be used throughout an installation site. The help button is worn on the wrist, as a pendant, or on a belt. In addition, the panel can be programmed to monitor the help button.

---

## Optional Components

System use can be expanded by adding the following wireless devices:

The **Pendant Panic Sensor (60-578)** is a wireless device that can be used throughout an installation site. The sensor is worn around the neck with a removable cord (included) or on a belt with an optional holster.

A **Quik Bridge™ Repeater (60-615-10-319.5)\*** can be added to boost wireless sensor range.

A series of **Smoke Alarms (60-848-02-95)** provides warning in cases of fire.

The **Carbon Monoxide Alarm (60-652-95)\*** detects hazardous levels of carbon monoxide.

A **Freeze Sensor (60-742-95R)\*** sends a signal to the panel when temperatures drop below a certain level. Freeze sensors may also be used to detect a broken furnace or an open window.

A **Water Sensor (60-744-95R)\*** alerts customers of flooding or an overflow.

A **Door/Window Sensor (60-670-95R)** works with a panel's activity timer function.

A **Motion Sensor (60-807-95R)\*** works with a panel's activity timer. Motion sensors detect movement within a certain area and can be set to reduce false detections.

A **Touchpad (60-671)\*** allows the customer to activate certain panel options and contact the central monitoring station in case of a non-medical emergency.

A **Keychain Touchpad (60-659)\*** lets customers set their system to the **AWAY** mode from outside the home or initiate a panic alarm in case of an emergency.

---

System use can be expanded by adding the following, wired device:

The **Interrogator AVM 200 (60-677)\*** allows customers to conduct two-way audio sessions from greater distances away from the panel.

\* Not investigated by ETL.



## Setting the System

This section describes how to set the system. Installation requires the following procedures (refer to Figure 2 for connecting power and phone lines):

1. Locating the Panel
2. Plugging in the Phone Line
3. Plugging in the Power
4. Powering the System
5. Adjusting Speaker Volume

### Locating the Panel

Consider the following when locating the panel:

- Locate the panel near an incoming phone line and a standard 110V AC outlet.
- Locate the panel near a convenient place such as a nightstand or end table.
- *Do not* locate the panel in or near areas with excessive moisture.

#### Note

The CareGard panel is designed to rest on a flat surface. If your customer prefers to have the panel mounted on a wall, remember to order a wall-mount bracket (444-1685) for the panel.

### Plugging in the Phone Line

Plugging in the phone line provides a communication link between the panel and the central monitoring station.

#### ➤ To plug in the phone line:

1. Plug the small end of the phone cord (included) into a home phone jack.
2. Plug the large end of the phone cord into the panel **LINE** jack.
3. Plug a phone or additional devices into the panel **PHONE** jack.

#### Note

When a phone is plugged into the panel **PHONE** jack (refer to Figure 2), the panel seizes the line after a help button is pressed. Seizing the line ensures an emergency call can be sent, even when a phone is in use.

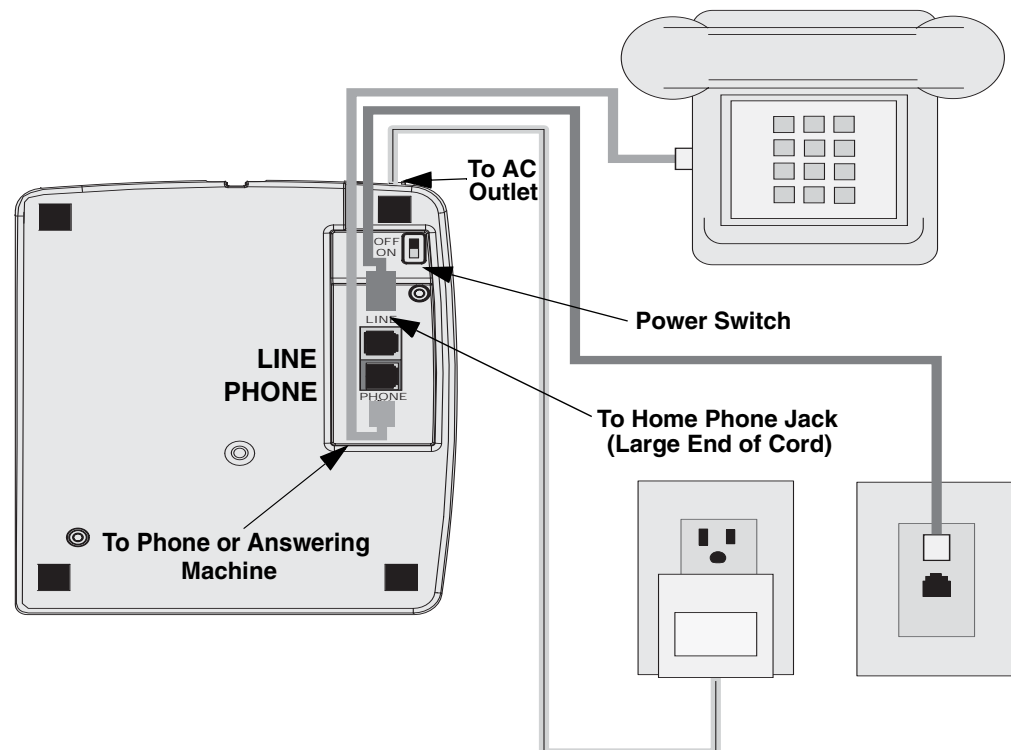


Figure 2. Connecting Phone Line and AC Power

## Installing a Line Grabber Module

Additional phones and equipment that share the same line can interfere with the panel's capability to send an emergency call. If your customer has additional phones or equipment on the same line, consider installing a Line Grabber module (60-978) on each phone jack (refer to Figure 3).

The Line Grabber module disconnects any device that is in use and allows an emergency call to be sent to the monitoring station.

### ➤ To install a Line Grabber module:

1. Plug one end of the phone cord (included with module) into a home phone jack.
2. Plug the opposite end of the phone cord into the Line Grabber's **right** jack.
3. Using a second phone cord, plug one end into the Line Grabber's **left** jack.
4. Plug the opposite end of the second phone cord into the desired device.
  - Follow Steps 1-4 to install a Line Grabber on *each* phone jack that shares the same line.

### Note

For DSL subscribers, install a DSL microfilter between the Line Grabber and the phone jack. Contact your local cable provider to receive a DSL microfilter.

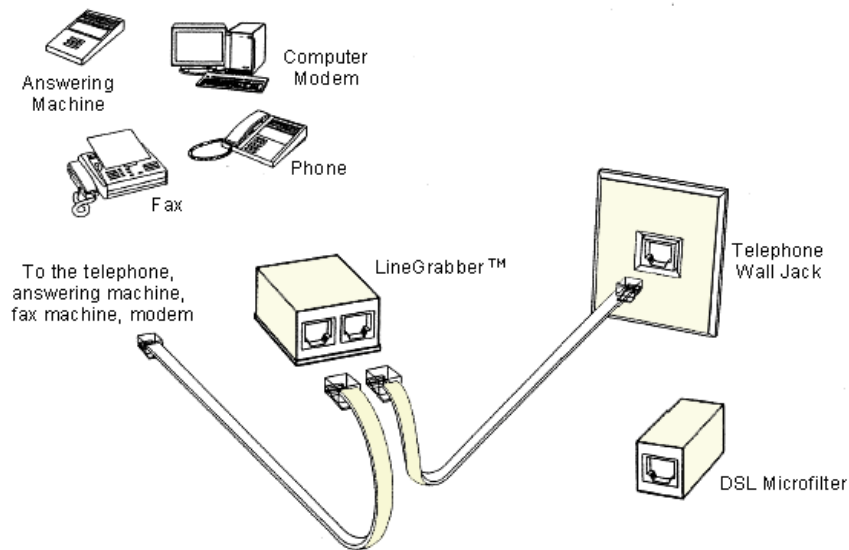


Figure 3. Installing a Line Grabber Module

## Plugging in the Power

The panel is pre-wired for power. Plug the transformer into a standard 110V AC outlet.

### Note

To prevent your system from losing power, **do not** plug the transformer into an AC outlet that is controlled by a switch or part of a ground fault interrupt circuit (GFIC).

## Powering the System

On the panel, set the **Power** switch to **ON**. The panel announces "Hello. System two-zero OK."

### Note

After powering, the panel may announce "System Low Battery" and the **Status** light may flash. It may also take several hours for the battery to fully charge after initially powering the system.

## Adjusting Speaker Volume

The **Volume** button controls the audible level of announcements and two-way talk sessions. Each time you press the button, the speaker volume increases one level and the panel announces the volume level.

---

## Basic Operation

The system's main function is to respond to a portable panic button or the panel **Call** button.

### Activating a Portable Panic Button

➤ **To activate a portable panic button:**

- ♦ Personal Help Button — Press the help button until the red light flashes.
- ♦ Pendant Panic — Press and hold the button for two seconds.
- ♦ Touchpad / Keychain Touchpad — Press and hold the two emergency buttons.

### Activating the Panel Call Button

➤ **To activate the panel Call button:**

1. Press **Call**. The panel announces “*Contacting emergency phone number. Please remain calm or press STATUS to cancel.*”

**Note**

After you press **Call**, a delay may occur while the panel announces it is contacting emergency services.

### After initiating a call, the panel:

1. **Status** light flashes.
2. Dials the central monitoring station and reports an alarm.
3. Initiates a two-way audio session between the homeowner and the central monitoring station.

**Note**

While the emergency announcement is repeated every 60 seconds, the panel dials each programmed number up to eight times until a connection is made. If the panel fails to contact the central monitoring station after dialing each programmed number, the panel enters communication failure.

### Changing Call button operation

Set **Option 21** to an alternate, numbered setting. The numbered setting represents how many times your customer must press **Call** to inform the central station of an emergency. If the option is set to **OFF**, your customer's panel *cannot* initiate an emergency call or make an announcement.

**Note**

The panel's two-way audio function is controlled by **Option 24** and **Option 26**. Ensure you have assigned the appropriate setting to both options.

---

## Programming

You can customize the panel to control a full range of features through specific option settings. Refer to the “*Programming Options*” section of this manual for a complete list of panel options and their associated settings.

### Programming includes the following steps:

1. Entering Program Mode
2. Setting the Clock
3. Setting an Access Code
4. Changing an Access Code
5. Deleting an Access Code
6. Programming Options

### Entering Program Mode

Entering the panel **Program Mode** requires you to use the Installer Template (see Figure 4).

➤ **To enter Program Mode:**

1. Open panel cover and place the Installer Template over the panel menu.
2. Enter **Utility Access Code 1 or 2**, or **Master Access Code**.
  - The panel enters **Program Mode**. Follow the instructions on the Installer Template. The panel prompts each programming function with a series of beeps and voice messages.

**Note**

Do not remove panel AC power. Programmed changes are saved only when you **exit** Program Mode.

## Setting the Clock

You can set the panel clock after you have entered **Program Mode**.

### ➤ To set the clock:

1. Open panel cover and enter **Utility Access Code 1**.
2. Press **Clock Set**.
3. Press **Hours (+)** and **(-)**. Stop when the panel announces the correct hour.
4. Press **Minutes (+)** and **(-)**. Stop when the panel announces the correct minutes.
5. Press **Done**. The panel announces the set time.

## Setting an Access Code

There are three codes you can use to enter **Program Mode** — Utility Access Code 1, Utility Access Code 2, and Master Access Code.

In addition, the panel also recognizes five codes that support Option 51. These five codes can be programmed only by a dealer or installer and include Access Codes 1, 2, 3, 4, and 5. The length of any code must match the setting established for **Access Code Length (Option 28)**.

Prior to entering the panel's Program Mode, you must open the panel cover and place the Installer Template (see Figure 4) over the existing panel menu.

The Installer Template provides you with the necessary instructions for adding, changing, and deleting access codes and panel options. You can remove the Installer Template after you have completed all programming functions.

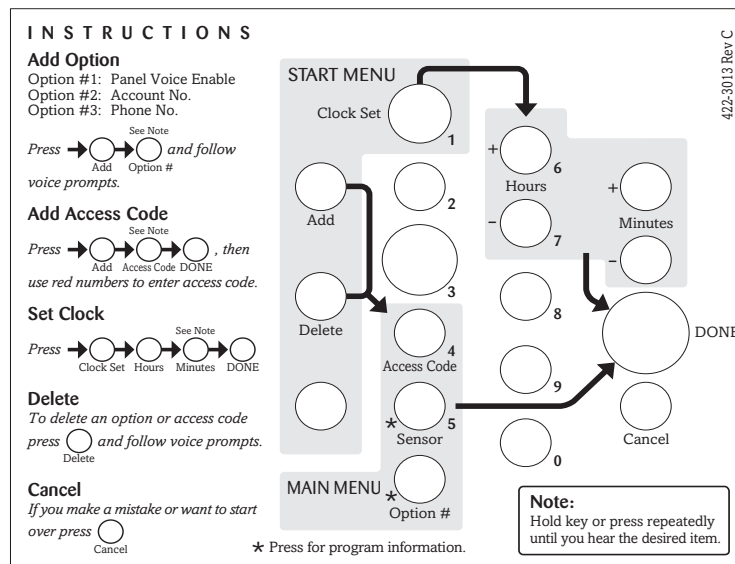


Figure 4. Installer Template

## Utility Access Code 1 (Dealer Code)

The default value for Utility Access Code 1 can be set to 654321, 54321, 4321 (factory default), or 321. When initiated, the code allows you to program all access codes and panel options; in addition, the code is also used to lock the primary phone number into panel memory.

### ➤ To set Utility Access Code 1:

1. Open panel cover and enter **4321 (default setting)**.
2. Press **Add**.
3. Press **Access Code** until the panel announces “Utility Access Code One. Press again for next access code or DONE to select.”
4. Press **Done**.
5. Enter the selected code. The panel announces each number after it is entered.

### ***Utility Access Code 2 (Installer Code)***

The default value for Utility Access Code 2 can be set to 654321, 54321, 4321 (factory default), or 321. When initiated, Utility Access Code 2 allows you to program the Master Access Code and most panel options *except* **Options 3, 4, 7-11, 28, 48-51**.

➤ **To set Utility Access Code 2:**

1. Open panel cover and enter **4321 (default setting)**.
2. Press **Add**.
3. Press **Access Code** until the panel announces “*Utility Access Code Two. Press again for next access code or DONE to select.*”
4. Press **Done**.
5. Enter the selected code. The panel announces each number after it is entered.

### ***Master Access Code (Customer Code)***

The default Master Access Code can be set to 123456, 12345, 1234 (factory default), or 123. When initiated, the Master Access Code allows you to enter Program Mode and set the following panel options and codes: **Option 1, 5, 22, 29, 43; Master Access Code; Access Codes 1-5**.

➤ **To set Master Access Code:**

1. Open panel cover and enter **Utility Access Code 1**.
2. Press **Add**.
3. Press **Access Code** until the panel announces “*Master Access Code. Press again for next access code or DONE to select.*”
4. Press **Done**.
5. Enter the selected code. The panel announces each number after it is entered.

### ***Access Codes 1-5***

Access Codes 1-5 support the **Open/Close** feature and can be programmed into panel memory.

➤ **To set Access Codes 1-5:**

1. Open panel cover and enter **Utility Access Code 1 or 2, or Master Access Code**.
2. Press **Add**.
3. Press **Access Code** until the panel announces the access code to be set.
4. Press **Done**.
5. Enter the selected code. The panel announces each number after it is entered.

### ***Changing an Access Code***

➤ **To change an Access Code:**

1. Open panel cover and enter **Utility Access Code 1 or 2, or Master Access Code**.
2. Verify the **Access Code Length (Option 28)**.
3. In the **Start** menu, press **Add**.
4. Press **Access Code** until the panel announces the desired access code to be changed.
5. Press **Done**.
6. Enter the *new* access code. After the last number is entered, the panel repeats your selected access code. If you make a mistake while entering the access code, press **Cancel** and repeat Steps 1-6 as necessary. Refer to Figure 4 for a detailed view of the Installer Template.

### ***Deleting an Access Code***

A programmed access code may be deleted only by an authorized dealer or installer.

➤ **To delete an Access Code:**

1. Open panel cover and enter **Utility Access Code 1 or Utility Access Code 2**.
2. In the **Start** menu, press **Delete**.

3. Press **Access Code** until the panel announces the access code to be deleted.
4. Press **Done**. The panel announces the deleted access code.

**Note**

*If you access Program Mode with Utility Access Code 1, you can delete and program **Utility Access Codes 1 and 2**, **Master Access Code**, and **Access Codes 1-5**. If you access Program Mode with Utility Access Code 2, you can delete and program **Utility Access Code 2**, **Master Access Code**, and **Access Codes 1-5**. If you access Program Mode with Master Access Code, you can change the **Master Access Code** and **Access Codes 1-5**. The Master Access Code cannot delete itself.*

## Programming Options

To customize each option based on dealer and customer needs, review the **Numbered Option Settings Table** (Table 1) shown below. Enter your selected panel option settings in the table's right column.

➤ **To hear a programmed Option Setting:**

1. In the **Main** menu, press **Option #**. The panel announces — in order — each option number and associated setting. Press **Cancel** to stop.
2. To advance to a specific option, press **Option #** and enter the two-digit *option number*. The panel announces each option setting. Press **Cancel** to stop.

➤ **To change an Option Setting:**

1. Press **Add** or **Delete**. Next, press **Option #** until you hear the option you want to change or enter the two-digit *option number*.

**Table 1: Numbered Option Settings**

No.	Function	Default	Range	Selected Setting
1	Panel Voice	On	On/Off	
2	Account Number	00000	0-9, A-F	
3	Primary Phone Number	Off	26 digits	
4	Secondary Phone Number	Off	26 digits	
5	Numeric Pager/ Voice Event Notification	Off	26 digits	
6	Call Waiting	Off	26 digits	
7	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
8	Communication Lock	Off	On/Off	
9	Downloader Code	12345	00000-99999	
10	Phone Mod 1	0	0-3, Off	
11	Phone Mod 2	0	00-10, Off	
12	Phone Mod 3	10	08-10, Off	
13	DTMF Enable	On	On/Off	
14	Auto Phone Test	Off	001-254 days	
15	RF Timeout	12 hrs	02 to 24 hrs	
16	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
17	AC Power Failure Report	60 min	5-254 min, Off	
18	CPU Low Battery Report	On	On/Off	
19	Fail to Communicate	On	On/Off	

**Table 1: Numbered Option Settings**

No.	Function	Default	Range	Selected Setting
20	Ring/Hang/Ring	1	1-4, Off	
21	Call Button Enable	1	1, 2, Off	
22	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
23	300 Baud	On	On/Off	
24	AVM Enable	On	On/Off	
25	Trouble Beeps	On	On/Off	
26	Audio Listen Mode	Off	On/Off	
27	RF Jam Detect	Off	On/Off	
28	Access Code Length	4	3-6	
29	Panic Answer	Off	On/Off	
30	Demo Mode	Off	On/Off	
31	Report Program Mode	Off	On/Off	
32	Supervisory Time	12:00 A.M.	Unlimited	
33	Modem Sensitivity	Off	On/Off	
34	VOX Mic Gain	14	01-64	
35	VOX Gain Range	20	01-64	
36	Manual Mic Gain	32	01-64	
37	VOX Receiver Gain	06	01-64	
38	Alarm Cancel Timeout	5 min	3-254 min	
39	Audio Session Cancel	Off	On/Off	
40	Report Medication Failure at Supervisory Time	Off	0, 1, Off	
41	Activity Check	Off	2-48 hrs, Off	
42	Siren Time Out	4 min	2-254 min, Off	
43	Set House Code	A	A-O	
44	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
45	CPC Enable	On	On/Off	
46	Alarm Clear	On	On/Off	
47	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
48	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
49	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
50	<b>Not Available</b>	<b>N/A</b>	<b>N/A</b>	
51	Open / Close Report	Off	On/Off	

<b>Option 1: Panel Voice</b>		Range = On/Off (Default = On)
<p>When <b>Panel Voice</b> is set to <b>ON</b> and <b>Option 21</b> is set to <b>2</b>, the panel announces “Press again for emergency call, or press <i>STATUS</i> to cancel.”</p> <p>When this option is turned <b>OFF</b>, no announcements are made by the panel.</p>	<p>➤ <b>To program Panel Voice:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>1</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>	
<b>Option 2: Account Number</b>		Range = 0-9, A-F (Default = 00000)
<p>The <b>Account Number</b> option allows you to program a 10-character alphanumeric account number. Press the <i>red</i> numbered buttons to enter the desired account number.</p> <p>To enter a letter, press <b>9</b> and the <b>Minutes +</b> button to program letters <b>A-F</b>. If you delete the option, the account number default is set to 00000.</p> <p><b>Note</b> Do not use <b>A</b> in an account number if Option 10 or 11 is set to <b>Contact ID</b>.</p>	<p>➤ <b>To program an Account Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>2</b>.</li> <li>4. Enter the Account Number.</li> <li>5. Press <b>Done</b>.</li> </ol>	
<b>Option 3: Primary Phone Number</b>		Range = 26 Digits (Default = Off)
<p>For monitored systems, the <b>Primary Phone Number</b> option allows you to program a phone number (up to 26 digits) for the central monitoring station. Deleting this option sets the option default to <b>OFF</b>.</p> <p>When programming the Primary Phone Number, press <b>Add</b> to enter a * symbol; press <b>Delete</b> to enter a # symbol; press <b>Test</b> to enter a pause.</p> <p><b>Note</b> A primary phone number must be programmed for ETL listed systems.</p>	<p>➤ <b>To program a Primary Phone Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>3</b>.</li> <li>4. Enter the Primary Phone Number and use <b>Add</b>, <b>Delete</b>, and <b>Test</b> as necessary.</li> <li>5. Press <b>Done</b>.</li> </ol>	
<b>Option 4: Secondary Phone Number</b>		Range = 26 Digits (Default = Off)
<p>The <b>Secondary Phone Number</b> option allows you to program a phone number (up to 26 digits) for pager/voice event notification or the central monitoring station. Deleting this option sets the option default to <b>OFF</b>.</p> <p>When programming the Secondary Phone Number, press <b>Add</b> to enter a * symbol; press <b>Delete</b> to enter a # symbol; press <b>Test</b> to enter a pause.</p>	<p>➤ <b>To program a Secondary Phone Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>4</b>.</li> <li>4. Enter the Secondary Phone Number use <b>Add</b>, <b>Delete</b>, and <b>Test</b> as necessary.</li> <li>5. Press <b>Done</b>.</li> </ol>	
<b>Option 5: Numeric Pager/Voice Event Notification</b>		Range = 26 Digits (Default = Off)
<p><b>Option 5</b> allows you to program a phone number (up to 26 digits) for a numeric pager or voice event notification system. Deleting this option sets the option default to <b>OFF</b>.</p> <p>When programming the Numeric Pager/Voice Event Notification, press <b>Add</b> to enter a * symbol; press <b>Delete</b> to enter a # symbol; press <b>Test</b> to enter a pause.</p> <p><b>Note</b> After entering the numeric pager, you may also have to enter up to five pauses for Option 5 to properly work.</p> <p>If the panel fails to report to a numeric pager, try adding a pause until the system reports to the pager.</p>	<p>➤ <b>To program a Numeric Pager/Voice Event Notification:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>5</b>.</li> <li>4. Enter the Pager/Voice Event Notification Number and use <b>Add</b>, <b>Delete</b>, and <b>Test</b> as necessary.</li> <li>5. Press <b>Done</b>.</li> </ol>	



<b>Option 6: Call Waiting</b>		Range = 26 Digits (Default = Off)
<p>The <b>Call Waiting</b> option allows you to program a code (up to 26 digits) that disables call waiting and other phone services prior to dialing the central monitoring station or a pager/voice event notification system.</p> <p>When programming the Call Waiting option, press <b>Add</b> to enter a * symbol; press <b>Delete</b> to enter a # symbol; press <b>Test</b> to enter a pause.</p> <p><b>Note</b> If <b>Call Waiting</b> is enabled on a phone that does not support the feature, the panel cannot contact the central monitoring station.</p>		<p>➤ <b>To program a Call Waiting code:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>6</b>.</li> <li>4. Enter the Call Waiting code and use <b>Add</b>, <b>Delete</b>, and <b>Test</b> as necessary.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 7: Not Available</b>		
<b>Option 8: Communication Lock</b>		Range = On/Off (Default = Off)
<p>The <b>Communication Lock</b> option allows you to change or delete specific phone or code options. When enabled, the Communication Lock option prevents phone/report functions for <b>Options 3, 4, 6-11</b>, and <b>Utility Access Code 1</b> from being reset during a memory clear.</p> <p>When this option is turned <b>OFF</b>, the listed options are reset to default values.</p>		<p>➤ <b>To program Communication Lock:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>8</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 9: Downloader Code</b>		Range = 00000-99999 (Default = 12345)
<p>The <b>Downloader Code</b> option allows you to establish a unique, five-digit code for initiating a Remote Programmer session. The Downloader Code must contain five digits and can range from 00000 to 99999.</p> <p>To conduct a downloader session and transfer data, this code must also match the Downloader Access Code found in the Remote Programmer account.</p> <p><b>Note</b> To avoid competitor theft, the <b>Downloader Code</b> should be changed from the default setting.</p>		<p>➤ <b>To program a Downloader Code:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>0</b>, then <b>9</b>.</li> <li>4. Enter the Downloader Code.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 10: Phone Mod 1</b>		Range = 0-3, Off (Default = 0)
<p>The <b>Phone Mod 1</b> option determines the content and format the panel reports through the Primary Phone Number (Option 3). When deleted, the option is set to <b>OFF</b>. See Table 2 for a complete list of Phone Mod 1 settings.</p> <p><b>Note</b> For ETL listed systems, Phone Mode 1 must be set to either <b>0</b> or <b>1</b>.</p>		<p>➤ <b>To program Phone Mod 1:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>0</b>.</li> <li>4. Enter the Phone Mod 1 setting.</li> <li>5. Press <b>Done</b>.</li> </ol>

**Table 2: Phone Mod 1 Settings**

Setting	Content	Format
0	All	SIA
1	All	Contact ID
2	Alarms Only	SIA
3	Alarms Only	Contact ID

**Option 11: Phone Mod 2**

Range = 00-10, Off (Default = 00)

The **Phone Mod 2** option determines the content and format the panel reports through the Secondary Phone Number (Option 4). When deleted, the option is set to **OFF**. See Table 3 for a complete list of Phone Mod 2 settings.

**Note**

Each entry must contain two digits.

➤ **To program Phone Mod 2:**

1. Press **Add**.
2. Press **Option #**.
3. Press **1**, then **1** again.
4. Enter the Phone Mod 2 setting.
5. Press **Done**.

**Table 3: Phone Mod 2 Settings**

Setting	Content	Format
00	All	SIA
01	All	Contact ID
02	Alarms Only	SIA
03	Alarms Only	Contact ID
04	Non-Alarms Only	SIA
05	Non-Alarms Only	Contact ID
06	Phone 1 and Phone 3 backup (reports the same as Phone 1 if the system cannot connect to Phone 1 or Phone 3 numbers)	SIA
07	Phone 1 and Phone 3 backup (reports the same as Phone 1 if the system cannot connect to Phone 1 or Phone 3 numbers)	Contact ID
08	AC Power Restoral/Failure, Medication Reminder, Activity Timer, and Phone Test	Pager
09	Same as Setting 08, includes Alarms	Pager
10	Alarms only.	Voice Event Notification

**Option 12: Pager/Voice Event Notification - Phone Mod 3**

Range = 08-10, Off (Default = 10)

**Option 12** determines the content and format the panel reports through the Pager/Voice Event Notification (Option 5). When deleted, the option is set to **OFF**. Refer to Table 4 for a complete list of Phone Mod 3 settings.

**Note**

Each entry must contain two digits.

➤ **To program Phone Mod 3:**

1. Press **Add**.
2. Press **Option #**.
3. Press **1**, then **2**.
4. Enter the Phone Mod 3 setting.
5. Press **Done**.

**Table 4: Phone Mod 3 Settings**

Setting	Content	Format
08	AC Power Restoral/Failure, Medication Reminder, Activity Timer and Phone Test	Pager
09	Same as Setting 08, includes Alarms	Pager
10	Alarms Only	Voice Event Notification

<b>Option 13: DTMF Enable</b>		Range = On/Off (Default = On)
<p>The <b>DTMF Enable</b> option determines if the panel dials programmed phone numbers using DTMF or pulse methods.</p> <p>When the option is set to <b>ON</b>, the panel dials using DTMF; when the option is set to <b>OFF</b>, the panel dials using the pulse method.</p>		<p>➤ <b>To program DTMF Enable:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>3</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 14: Auto Phone Test</b>		Range = Off, 001-254 days (Default = Off)
<p>The <b>Auto Phone Test</b> option controls the panel's automatic phone test function. The test interval ranges from one to 254 days and must include three digits. In order for Auto Phone Test to work, you must enable <b>Supervisory Time (Option 32)</b>.</p> <p><b>Note</b> For ETL listed systems, the Auto Phone Test option must be set to <b>001</b>.</p>		<p>➤ <b>To program Auto Phone Test:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>4</b>.</li> <li>4. Enter the number of Auto Phone Test days.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 15: RF Timeout</b>		Range = 02-24 hours (Default = 12 hours)
<p>The <b>RF Timeout</b> option sets the time interval during which the panel determines that a supervised sensor has failed. When the panel does not receive a supervisory signal from a programmed sensor, an alarm sounds and a failure report is sent to the monitoring station.</p> <p>Along with the initial report, the panel continues to send additional failure reports at the established supervisory signal time. Refer to <b>Supervisory Time (Option 32)</b> and <b>Sensor Supervisory Failure</b> for further detail.</p> <p><b>Note</b> The RF Timeout option can be set from 02 to 24 hours; all entries must include two digits. If the panel is set to <b>Away</b>, the option is suspended for a help button.</p>		<p>➤ <b>To program RF Timeout:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>5</b>.</li> <li>4. Enter the number of RF Timeout hours.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 16: Not Available</b>		
<b>Option 17: AC Power Failure Report</b>		Range = 005-254, Off (Default = 60 Min)
<p>If there is no AC power for a specific time interval as programmed into the panel, an <b>AC Power Failure Report</b> is sent by the panel to the central monitoring station or pager.</p> <p>The AC Power Failure Report time interval can be set from five to 254 minutes; all entries must include three digits. When AC power is restored, the panel reports the event to the central monitoring station or pager.</p> <p><b>Note</b> For ETL listed systems, the AC Power Failure Report must be set to <b>15 minutes</b>.</p>		<p>➤ <b>To program an AC Power Failure Report:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>7</b>.</li> <li>4. Enter the number AC Power Failure Report minutes.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 18: CPU Low Battery Report</b>		Range = On/Off (Default = On)
<p>When the voltage of the panel's backup battery is less than 5.4V, the panel sends a <b>CPU Low Battery Report</b> to the central monitoring station or pager.</p> <p>Along with the initial report, the panel continues to send additional low battery reports at the established supervisory signal time.</p> <p>When backup battery voltage is restored, the panel reports the event to the central monitoring station or pager.</p> <p><b>Note</b> For ETL listed systems, the CPU Low Battery Report must be set to <b>ON</b>.</p>		<p>➤ <b>To program CPU Low Battery Report:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>8</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>

<b>Option 19: Fail to Communicate</b>		Range = On/Off (Default = On)
<p>If the <b>Fail to Communicate</b> option is set to <b>ON</b>, the panel sounds a trouble alarm when a report cannot be sent to the central monitoring station or a voice event notification.</p> <p>A communication failure occurs when a phone number fails to communicate with the central monitoring station or a voice event notification after <b>eight</b> attempts.</p> <p><b>Note</b> A communication failure also occurs when Option 11 is set to <b>06</b> or <b>07</b> and Phone 1 fails to communicate with the central monitoring station after <b>eight</b> attempts.</p>		<p>➤ <b>To program Fail to Communicate:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>1</b>, then <b>9</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 20: Ring/Hang/Ring</b>		Range = 1-4, Off (Default = 1)
<p><b>Option 20</b> allows you to access the panel from a remote location. Refer to Table 5 for a complete list of settings for systems connected to an answering machine.</p> <p>➤ <b>Remote access to systems with an answering machine:</b></p> <ol style="list-style-type: none"> <li>1. Call the Panel Location. Let the phone ring once and hang up.</li> <li>2. Wait 10 to 40 seconds and call the panel location again. The panel answers after the first ring.</li> </ol> <ul style="list-style-type: none"> <li>• If <b>Option 20</b> is set to <b>1</b>, perform the above steps <b>one</b> time.</li> <li>• If <b>Option 20</b> is set to <b>2</b>, perform the above steps <b>two</b> times.</li> <li>• If <b>Option 20</b> is set to <b>3</b>, perform the above steps <b>three</b> times.</li> </ul> <p>Refer to the <i>Phone Communication Testing</i> section on page 26 for further details on remote phone access commands.</p> <p><b>Note</b> For systems without an answering machine, the panel answers after 10 rings.</p>		<p>➤ <b>To program Ring/Hang/Ring:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>0</b>.</li> <li>4. Enter the Ring/Hang/Ring setting.</li> <li>5. Press <b>Done</b>.</li> </ol>

**Table 5: Ring/Hang/Ring Settings**

Setting	Control Panel Answers After:
1	Ring-Hang-Ring <b>or</b> 10 rings
2	Ring-Hang-Ring-Hang-Ring <b>or</b> 10 rings
3	Ring-Hang-Ring-Hang-Ring-Hang-Ring <b>or</b> 10 rings
4	10 rings
Off	Disabled – No remote access

<b>Option 21: Call Button Enable</b>		Range = 1, 2, Off (Default = 1)
<p>The <b>Call Button Enable</b> option allows you to activate an alarm by pressing the panel <b>Call</b> button.</p> <ul style="list-style-type: none"> <li>• If Option 21 is set to <b>1</b>, press <b>Call</b> once to activate an alarm.</li> <li>• If Option 21 is set to <b>2</b>, press <b>Call</b> twice <b>or</b> hold to activate an alarm.</li> </ul> <p><b>Note</b> If Option 21 is set to <b>OFF</b>, an alarm is not sent.</p>		<p>➤ <b>To program Call Button Enable:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>1</b>.</li> <li>4. Enter a Call Button Enable setting.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 22: Not Available</b>		

<b>Option 23: 300 Baud</b>		Range = On/Off (Default = On)
When <b>300 Baud</b> is set to <b>ON</b> , a 300 bps modem connection is established from the panel to the central monitoring station; when the option is set to <b>OFF</b> , a 110 bps connection is established.	➤ <b>To program 300 Baud:</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>3</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 24: AVM Enable</b>		Range = On/Off (Default = On)
When the <b>AVM Enable</b> option is set to <b>ON</b> , the panel to conducts a two-way audio session with a central monitoring station operator.	➤ <b>To program AVM Enable:</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>4</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Note</b> For <b>Auto Listen Mode (Option 26)</b> to function, <b>AVM Enable</b> must be <b>ON</b> .		
<b>Option 25: Trouble Beeps</b>		Range = On/Off (Default = On)
<p>The <b>Trouble Beeps</b> option controls the number of beeps that sound after the panel detects a trouble condition. If the option is set to <b>ON</b>, the panel sounds six beeps each minute; if the option is set to <b>OFF</b>, the panel beeps once.</p> <p>The following conditions may cause trouble beeps: AC power failure (after five minutes); low CPU battery; sensor failure; sensor trouble; fail to communicate; RF jam.</p> <p>To silence a trouble beep, press <b>Status</b>. If the condition is not cleared, a series of trouble beeps sounds again after four hours.</p>	➤ <b>To program Trouble Beeps:</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>5</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Note</b> For ETL listed systems, the <b>Trouble Beeps</b> option must be set to <b>ON</b> .		
<b>Option 26: Auto Listen Mode</b>		Range = On/Off (Default = Off)
<p>The <b>Auto Listen Mode</b> controls the panel's ability to process audio sessions. When set to <b>ON</b>, the panel hangs up and waits for a monitoring station operator to call prior to initiating an audio session</p> <p>If a call-back is not received within five minutes, the panel returns to normal operating mode. When set to <b>OFF</b>, the panel remains online for an instant audio session.</p>	➤ <b>To program Auto Listen Mode:</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>6</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Note</b> For Auto Listen Mode to function properly, <b>AVM Enable (Option 24)</b> must be <b>ON</b> .  If Option 26 is set to <b>ON</b> , do not enable <b>Option 5</b> . The central station operator cannot connect to the panel while a voice event notification or pager is contacted.		
<b>Option 27: RF Jam Detect</b>		Range = On/Off (Default = Off)
<p>The <b>RF Jam Detect</b> option allows the panel to check for and report RF interference. If the option is set to <b>ON</b>, and the <b>Status</b> button is pressed while the panel receives a constant 319.5 MHz signal, the panel announces "RF interference detected" and a report is sent to the central monitoring station. If the option is set to <b>OFF</b>, the panel does not detect RF interference.</p>	➤ <b>To program RF Jam Detect:</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>2</b>, then <b>7</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Note</b> After initial powering or memory clear, the panel cannot detect an RF Jam for four hours. For ETL listed systems, the <b>RF Jam Detect</b> option must be set to <b>ON</b> .		

**Option 28: Access Code Length**

Range = 3-6 (Default = 4)

The **Access Code Length** option allows you to set the number for each access code to three, four, five, or six digits. Deleting the option resets each access code and code length to the panel default.

➤ **Please read the following prior to changing Option 28:**

- Option 28 effects each *programmed* access code.
- Changing an access code length resets **Utility Access Code 1, Utility Access Code 2, Master Access Code, and Access Codes 1-5**. See Table 6 for a complete list of code length default settings.

**Note**

Set the Access Code Length prior to programming a new access code.

➤ **To program Access Code Length:**

1. Press **Add**.
2. Press **Option #**.
3. Press **2**, then **8**.
4. Enter the desired Access Code Length.
5. Press **Done**.

**Table 6: Access Code Length Default Settings**

Code Length	Default Code Setting
3	Master/Access 1-5 — 123 Utility 1 — 321 Utility 2 — 321
4	Master/Access 1-5 — 1234 Utility 1 — 4321 Utility 2 — 4321
5	Master/Access 1-5 — 12345 Utility 1 — 54321 Utility 2 — 54321
6	Master/Access 1-5 — 123456 Utility 1 — 654321 Utility 2 — 654321

**Option 29: Panic Answer**

Range = On/Off (Default = On)

The **Panic Answer** option allows you to answer and hang up a phone call by pressing the personal help button *or* panel **Call** button.

If you *answered* the phone through the personal help button, ensure you use the same help button to *hang up* the phone.

➤ **To program Panic Answer:**

1. Press **Add** or **Delete**.
2. Press **Option #**.
3. Press **2**, then **9**.
4. Press **Done**.

**Option 30: Demo Mode**

Range = On/Off (Default = Off)

When **Demo Mode** is set to **ON**, the panel operates as a demonstration model — *no reports are sent to the central monitoring station*. After a panic button has been pressed, the panel announces “*Contacting emergency number. Please remain calm.*” After a 10-second pause, the panel announces “*This is the response center, we have received your alarm. Do you have an emergency?*”

When set to **OFF**, the panel operates as a standard panel.

**Note**

When Demo Mode is set to **ON**, the panel does not monitor for CPU low battery.

➤ **To program Demo Mode:**

1. Press **Add** or **Delete**.
2. Press **Option #**.
3. Press **3**, then **0**.
4. Press **Done**.

**Option 31: Report Program Mode**

Range = On/Off (Default = Off)

The **Report Program Mode** option allows the panel to send reports to the central monitoring station each time a dealer or installer enters or exits the **Program** mode (includes Utility Access Codes 1 and 2). In addition, reports are also sent after the panel cover is opened and the **Start** button is pressed.

➤ **To program Report Program Mode:**

1. Press **Add** or **Delete**.
2. Press **Option #**.
3. Press **3**, then **1**.
4. Press **Done**.

<b>Option 32: Supervisory Time</b>		Range = Any Time (Default = 12:00 A.M.)
<p>The <b>Supervisory Time</b> option controls the report time of supervisory conditions to the central monitoring station — conditions include: sensor failure; system low-battery; sensor low-battery; and automatic phone test.</p> <p>In addition, when the panel's <b>Auto Phone Test (Option 14)</b> is enabled, a phone test is performed at the programmed, supervisory time.</p> <p><b>Note</b> All medication reminders are reported at supervisory time if <b>Report Medication Failure (Option 40)</b> is set to 1.</p>		<p>➤ <b>To program Supervisory Time:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>2</b>.</li> <li>4. Enter the desired Supervisory Time by pressing <b>Hours (+/-)</b> and <b>Minutes (+/-)</b>.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 33: Modem Sensitivity</b>		Range = On/Off (Default = Off)
<p>When the <b>Modem Sensitivity</b> option is set to <b>ON</b>, modem sensitivity is <i>high</i>; when the option is set to <b>OFF</b>, sensitivity is <i>normal</i>.</p> <p><b>Note</b> The <i>Modem Sensitivity</i> option should be used only when the panel experiences excessive problems reporting to the central monitoring station.</p>		<p>➤ <b>To program Modem Sensitivity:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>3</b> again.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 34: VOX Mic Gain</b>		Range = 01-64 (Default = 14)
<p>The <b>VOX Mic Gain</b> option sets mic gain (sensitivity) during a two-way audio session. The mic gain setting is affected by room size and acoustics. The mic gain settings range from <b>01 (low)</b> to <b>64 (high)</b> and must include two digits.</p>		<p>➤ <b>To program VOX Mic Gain:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>4</b>.</li> <li>4. Enter the VOX Mic Gain setting.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 35: VOX Gain Range</b>		Range = 01-64 (Default = 20)
<p>The <b>VOX Gain Range</b> option sets the gain range for a voice-activated switch. The VOX gain settings range from <b>01 (low)</b> to <b>64 (high)</b> and must include two digits.</p> <ul style="list-style-type: none"> <li>• For maximum results, VOX Gain Range should be set equal to or greater than the setting for <b>VOX Mic Gain (Option 34)</b>.</li> </ul>		<p>➤ <b>To program VOX Gain Range:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>5</b>.</li> <li>4. Enter the VOX Gain Range setting.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 36: Manual Mic Gain</b>		Range = 01-64 (Default = 32)
<p>The <b>Manual Mic Gain</b> option sets mic gain (sensitivity) during a two-way audio session. The manual mic gain is affected by room size and acoustics. Manual mic gain settings range from <b>01 (low)</b> to <b>64 (high)</b> must include two digits.</p>		<p>➤ <b>To program Manual Mic Gain:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>6</b>.</li> <li>4. Enter the Manual Mic Gain setting.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 37: VOX Receiver Gain</b>		Range = 01-64 (Default = 06)
<p>The <b>VOX Receiver Gain</b> option sets receiver gain during two-way audio sessions. If the VOX switch activates the speaker and the central monitoring station is <i>not</i> trying to communicate, decrease settings for <b>Option 34</b> and <b>Option 37</b>.</p> <p>If the VOX switch <i>does not</i> activate the speaker when the monitoring station is trying to communicate, increase the <b>Option 37</b> setting and decrease the <b>Option 34</b> setting.</p> <p>The receiver gain settings range from <b>01</b> to <b>64</b> and must include two digits. VOX Receiver Gain settings <i>do not</i> effect speaker volume.</p>		<p>➤ <b>To program VOX Receiver Gain:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>7</b>.</li> <li>4. Enter the VOX Receiver Gain setting.</li> <li>5. Press <b>Done</b>.</li> </ol>

<b>Option 38: Alarm Cancel Timeout</b>	<i>Range = 3-254 Min, Off (Default = 005)</i>
<p>The <b>Alarm Cancel Timeout</b> option determines the number of minutes your customer has to cancel an alarm. Alarm reports are sent immediately to the central station; if an alarm is cancelled within the specified time, an <i>Alarm Cancel Report</i> is also generated.</p> <p>If an alarm is cancelled <i>after</i> a report has been sent, a subsequent cancel report is also generated.</p> <p><b>Note</b> If the <i>Alarm Cancel Timeout</i> option is set to <b>OFF</b>, an alarm cannot be cancelled and the panel <b>will not</b> announce "or press STATUS to cancel."</p>	<p>➤ <b>To program Alarm Cancel Timeout:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>8</b>.</li> <li>4. Enter the number of minutes for the Alarm Cancel Timeout setting.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 39: Audio Session Cancel</b>	<i>Range = On/Off (Default = Off)</i>
<p>When <b>Audio Session Cancel</b> is set to <b>ON</b>, all audio sessions are <i>disabled</i> after an alarm has been cancelled. When the option is set to <b>OFF</b>, audio sessions continue to occur after an alarm has been cancelled.</p> <p><b>Note</b> For <i>Audio Session Cancel</i> to function properly, you must enable <b>Alarm Cancel Timeout (Option 38)</b> and set <b>AVM Enable (Option 24)</b> to <b>ON</b>.</p>	<p>➤ <b>To program Audio Session Cancel:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>3</b>, then <b>9</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 40: Report Medication Failure at Supervisory Time</b>	<i>Range = 0, 1, Off (Default = Off)</i>
<p>When <b>Option 40</b> is set to <b>1</b>, a <i>Failure to Take Medication Report</i> is sent at the Supervisory Time. When the option is set to <b>0</b>, a <i>Failure to Take Medication Report</i> is sent immediately.</p> <p>When the option is set to <b>OFF</b>, all medication reminders are disabled.</p> <p>All pager and voice event notifications, regardless of Option 40 settings, are sent immediately.</p>	<p>➤ <b>To program Report Med. Failure:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>0</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 41: Activity Check</b>	<i>Range = 2-48 Hours, Off (Default = Off)</i>
<p>The <b>Activity Check</b> option allows you to establish a time period during which the panel monitors for activity but does not generate a <i>No Activity Report</i>.</p> <p>If the panel does not detect activity after the set time period expires, a <i>No Activity Report</i> is generated and sent to the central monitoring station.</p> <p>All entries must contain two digits.</p>	<p>➤ <b>To program Activity Check:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>1</b>.</li> <li>4. Enter the number of Activity Check hours.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 42: Siren Time Out</b>	<i>Range = 2-254 Min, Off (Default = 004)</i>
<p>In cases of an activated alarm, the <b>Siren Time Out</b> option controls how long the siren will sound. If the option is disabled, you must press <b>Status</b> to cancel an activated siren.</p> <p>All entries must include three digits.</p>	<p>➤ <b>To program Siren Time Out:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>2</b>.</li> <li>4. Enter the Siren Time Out minutes.</li> <li>5. Press <b>Done</b>.</li> </ol>
<b>Option 43: Set House Code</b>	<i>Range = A - O (Default = A)</i>
<p>The <b>Set House Code</b> option establishes a house code for each X10 device. In cases of activity alarm or medication reminder, the panel flashes X10-controlled lights.</p> <p>The house code programmed into the panel must match the house code programmed into the selected X10 device. Refer to <i>X10 Module Instructions</i> for further details.</p> <p><b>Note</b> In order to use an X10 module with the CareGard panel, you must replace the factory-installed transformer with a specialized X10 transformer (60-972).</p> <p><i>Use of the X10 module with this panel has not been investigated by ETL.</i></p>	<p>➤ <b>To program Set House Code:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>3</b>.</li> <li>4. Press <b>9</b> to enter the desired House Code. Each time you press <b>9</b>, the house code advances one letter.</li> <li>5. Press <b>Done</b>.</li> </ol>



<b>Option 44: Not Available</b>	
<b>Option 45: CPC Enable</b>	<i>Range = On/Off (Default = On)</i>
<p>When <b>CPC Enable</b> is set to <b>ON</b>, the panel automatically detects a remote phone hang-up and disconnects the phone line.</p> <p><b>Note</b> Your local telephone company can determine if the CPC Enable option operates with their existing equipment.</p>	<p>➤ <b>To program CPC Enable:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>5</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 46: Alarm Clear</b>	<i>Range = On/Off (Default = On)</i>
<p>When <b>Alarm Clear</b> is set to <b>ON</b>, alarms are cleared from panel memory and no reports are sent after a two-way session ends; also, the <b>Status</b> button stops flashing. If a two-way session does not occur and <b>Cancel</b> has been pressed, a <i>Cancel Report</i> is sent to the central monitoring station.</p> <p>When the option is set to <b>OFF</b>, the <b>Status</b> button flashes and an alarm remains in panel memory until <b>Status</b> is pressed.</p> <p><b>Note</b> For ETL listed systems, the Alarm Clear option must be set to <b>OFF</b>.</p>	<p>➤ <b>To program Alarm Clear:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>4</b>, then <b>6</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>
<b>Option 47 – 50: Not Available</b>	
<b>Option 51: Open / Close Report</b>	<i>Range = On/Off (Default = Off)</i>
<p>When <b>Option 51</b> is set to <b>ON</b>, the panel contacts the central station, pager, or voice event notification each time the <b>Power</b> button is pressed.</p> <p>In order for the Open/Close Report option to function, either <b>Option 40</b> or <b>Option 41</b> must be set to <b>ON</b>. In addition to sending a report, each time your customer presses <b>Power</b>, the panel announces that medication reminders and/or activity checks are set to on or off.</p>	<p>➤ <b>To program Open/Close Report:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Add</b> or <b>Delete</b>.</li> <li>2. Press <b>Option #</b>.</li> <li>3. Press <b>5</b>, then <b>1</b>.</li> <li>4. Press <b>Done</b>.</li> </ol>

## Exiting Program Mode

### ➤ To exit Program Mode and save changes:

1. Close panel cover.
  - ♦ If you close the panel cover while in **Program Mode**, each programmed change is saved. If you want to continue programming, open the panel cover and enter your **Access Code**.
  - ♦ When the panel cover is closed, the panel returns to **Operating Mode**.

### **Note**

After you have closed the panel cover, wait approximately five seconds before setting the power switch to **OFF**. This gives the system enough time to save each programmed change.

## Resetting Panel Programs to Default

### ➤ To reset Panel Programs to default:

1. On the panel back, set the **Power** switch to **OFF**.
2. Open the panel cover.
3. Using the Installer Template, simultaneously press **Done**, **0**, and **Test**. Next, set the switch on the panel's back to **ON**. Continue pressing the buttons until the panel announces "Hello, system X is OK."
4. Release the buttons.

### **Note**

If Communication Lock (Option 8) is set to **ON**, the following options **cannot** be reset to their respective default setting: **Options 3, 4, 6-11, Utility Master Code 1** and **Access Codes 1-5**.

After resetting panel programs to default, you must also reset the panel clock.

---

## Activity Check

The Activity Check feature allows you to establish a time period during which the panel monitors for activity but does not generate a *No Activity Report*.

If the panel fails to detect activity and the set time expires, a *No Activity Report* is generated and sent to the central monitoring station, pager, or voice event notification.

Refer to **Activity Check (Option 41)** on page 18 for instructions on setting this panel feature.

### Using Activity Check

After you have added Activity Check and established a time period for the option, the panel monitors activity for the set time period. If the panel does not detect activity at least once, your customer must either (1) actively trip a sensor or (2) press **Status** before the time expires.

For example, if the Activity Check option is set to 10, the panel must recognize an activity at least once during the selected 10-hour period. If a sensor is tripped or the **Status** button pressed, the 10-hour time period resets and the panel monitors a new 10-hour period.

➤ **If activity is not detected during the Activity Check Time Period:**

- The **Status** button flashes and the panel announces “*Activity time warning. Press STATUS.*”
- All X10-controlled lights flash during the announcement; this sequence repeats once each minute for 15 minutes.
- If **Status** is not pressed within 15 minutes of the announcement, the panel sends a *No Activity Report* to the central monitoring station, pager, or voice event notification.

### Home and Away

If the Activity Check option is in use and your customer is away for an extended period of time, it is necessary to set the option to **AWAY**.

➤ **When Away From Home:**

- ♦ On the panel, press **Power**. The panel announces “*Activity Check OFF.*” All scheduled activity checks are turned off and the **Power** button flashes.

➤ **When You Return:**

- ♦ On the panel, press **Power**. The panel announces “*Activity Check ON.*” All scheduled activity checks are turned on and the **Power** button remains on.

---

## Medication Reminders

The panel can be programmed to provide your customer with eight different medication reminders. Before setting a medication reminder, ensure you have set **Option 40** to **0** or **1** and that the panel clock indicates the correct time.

### Setting Medication Reminders

➤ **To set a Medication Reminder:**

1. Open the panel cover.
2. Press **Start**. The panel announces “*Please select from menu.*”
3. Press **Set Medication Reminders**.
4. Press **Hours (+/-)** and **Minutes (+/-)** to set medication reminder time.
  - To set additional medication reminders, repeat Step 3 as necessary.
5. Press **Done** and close the panel cover. All medication reminders are set to **ON**.
  - Press **Power** if the panel light continues to flash after closing the cover.

**Note**

While away from home, to temporarily set all programmed reminders to **OFF**, press **Power** again.

### Acknowledging Medication Reminders

When a medication reminder is activated, the panel announces the reminder once each minute. Also, the **Status** button flashes and each X10-controlled light flashes during the announcement.

➤ **To acknowledge a Medication Reminder:**

1. Press **Status**. The panel acknowledges the medication reminder.



## Installer Added Sensors

You can program up to 24 wireless sensors into panel memory. Simply open the panel cover and place the installer template over the panel menu. See Table 7 for sensor types and options.

### Adding a Sensor With Panel Program Buttons

➤ **To add a sensor with panel program buttons:**

1. Open the panel cover and place the Installer Template over the panel menu.
2. Enter **Utility Access Code 1** or **Utility Access Code 2**.
3. In the **Start** menu, press **Add**. The panel announces “*Select from Main Menu.*”
4. In the **Main Menu**, press **Sensor**. The panel announces “*Press button on sensor X.*”
  - If the panel has 24 learned sensors in memory, the panel announces “*Invalid. Twenty-four sensors already programmed.*”
5. Trip the sensor. **Do not press DONE.**  
If you need to change sensor type, press **Option #**.
6. Press **Done**. The panel announces the learned sensor name, number, and type.

**Table 7: Sensor Programming**

Sensor Type	To Trip	Sensor Type Options
Personal Help Button	Press sensor <b>Help</b> button.	Emergency Sensor Type Supervised Emergency Sensor Type Not Supervised
Pendant Help Button	Press sensor <b>Help</b> button.	Emergency Sensor Type Supervised Emergency Sensor Type Not Supervised
Door/Window Sensor	Remove Door/Window sensor cover and press <b>Program</b> .	Activity Sensor Type Supervised Activity Sensor Type Not Supervised
Freeze Sensor	Remove Freeze sensor cover and press <b>Program</b> .	Freeze Sensor Type Supervised
Water Sensor	Remove Water sensor cover and press <b>Program</b> .	Water Sensor Type Supervised
Smoke Alarm	Remove Smoke Alarm base.	Smoke Sensor Type Supervised
Carbon Monoxide (CO) Alarm	Plug in CO Alarm. Press <b>Test/Reset</b> until the alarm sounds six beeps.	CO Sensor Type Supervised
Motion Sensor	Remove Motion Sensor from mount.	Activity Sensor Type Supervised Activity Sensor Type Not Supervised
Repeater	Remove Repeater cover. On the Repeater circuit board, press the <b>Tamper Switch Spring</b> .	Repeater Module Type Supervised
Touchpad	Simultaneously press and hold the two <b>emergency buttons</b> near the bottom.	Not Supervised
Keychain Touchpad (60-659)	Simultaneously press and hold the <b>lock</b> and <b>unlock</b> buttons.	Not Supervised

---

## Deleting a Sensor

As the installer, you are the only person authorized to delete a learned sensor from panel memory. After programming a sensor, if the customer wants it deleted from panel memory, they must contact their installer. To delete additional sensors, repeat the steps 3-5 as necessary.

➤ **To delete a sensor:**

1. Open the panel cover and insert the Installer Template over the panel menu.
2. Enter **Utility Access Code 1** or **Utility Access Code 2**.
3. Press **Delete**. The panel announces “*Select from Main Menu.*”
4. Press **Sensor** until the panel announces the correct sensor number to be deleted.
5. Press **Done**. The sensor is deleted.

---

## System Monitoring

To ensure proper operation, the panel constantly monitors for the following system conditions: AC Power; Backup Battery; Sensor Low Battery; Sensor Supervisory Failure; Repeater; Auto Phone Test; Phone In Use; Away Mode Operation.

### AC Power

When AC power is connected, the panel **Power** light remains lit. If AC power is *disconnected*, the following events occur:

- The panel **Power** light turns off.
- After four minutes, a non-reporting *AC Fail Report* is sent to the event buffer.
- After five minutes, trouble beeps sound. If Option 25 is **ON**, the panel continues to sound six beeps each minute. If Trouble Beeps is **OFF**, the panel sounds one series of six beeps.
- If AC Power Failure Report (Option 17) expires, the panel sends a report to the central monitoring station and pager.

**Note**

If the **Status** button is pressed during an AC power failure, the panel announces “AC power failure” and system trouble beeps stop sounding for four hours.

**When AC power is restored:**

- If an *AC Fail Report* was sent, the panel also sends a power restoral report to the central monitoring station and pager. If an *AC Fail Report* was not sent, the restoral report is sent to the event buffer and is considered a non-reporting event.
- The panel **Power** light turns on.
- All trouble beeps stop sounding.

### Backup Battery

During an AC power failure or battery test, if the panel’s backup battery reports a low battery condition, the following events occur:

- If CPU Low Battery Report (Option 18) is **ON**, the panel sends a *Low Battery Report* to the central monitoring station and pager.
- Trouble beeps sound.

**Note**

If **Status** is pressed during a low battery condition, the panel announces “System low battery” and system trouble beeps stop sounding for four hours.

If the battery status changes during a sensor test and CPU Low Battery (Option 18) is set to **ON**, the panel sends a low battery or battery restoral report to the central station.

### Replacing a Backup Battery

➤ **To replace a backup battery:**

1. On the panel’s back, set the **Power** switch to **OFF**.
2. Remove the panel cover.
3. Remove speaker screws, battery cover screw, and battery cover (see Figure 6).
4. Remove the battery and disconnect battery cables.

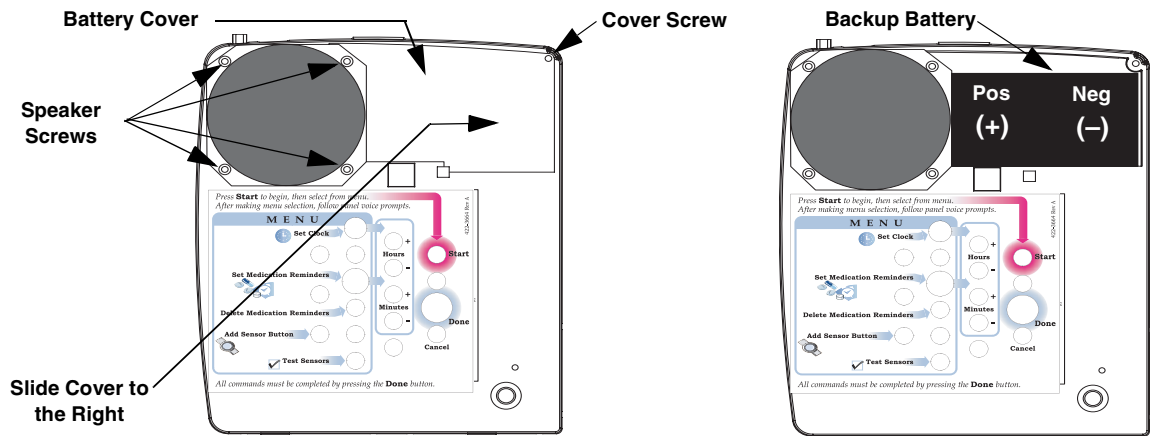


Figure 6. Replacing a Backup Battery

5. Connect battery cables to the new battery and install. Position battery under the speaker edge.
6. Replace battery cover and tighten cover screw and speaker screws.
7. Replace the panel cover.
8. On the panel's back, set the **Power** switch to **ON**.

#### Note

After powering the panel, the **Status** light flashes and the panel may announce "System low battery." The battery may take several hours to fully charge.

### Sensor Low Battery

If the panel receives a low battery message from a sensor, the following events occur:

- The panel immediately sends a *Sensor Low Battery Report* to the central monitoring station and pager and again at the supervisory time.
- The **Status** light turns on.
- Trouble beeps sound.

#### Note

If the **Status** button is pressed during a sensor low battery condition, the panel announces "Sensor X. Low battery" and system trouble beeps stop sounding for four hours. When the sensor low battery condition is restored, the **Status** light turns off and trouble beeps stop sounding.

### Sensor Supervisory Failure

If the panel fails to communicate with a sensor during an RF timeout, the following events occur:

- The panel sends a *Sensor Supervisory Failure Report* to the central monitoring station.
- The **Status** light turns on.
- Trouble beeps sound.

#### Note

If the **Status** button is pressed during a sensor supervisory failure, the panel announces "Sensor X failure" and system trouble beeps stop sounding for four hours. When the sensor supervisory condition is restored, the **Status** light turns off and trouble beeps stop sounding.

### Repeater

A repeater module is used to relay signals from a sensor to the panel when shielded areas or long distances prevent effective communications. The repeater operates on AC power and can incorporate an optional backup battery. If the repeater is without AC power for more than 15 minutes, an *AC Power Failure Report* is sent from the repeater to the panel.

If a sensor experiences a problem, a *Sensor Trouble Report* is relayed by the repeater to the panel; the signal is then sent to the central monitoring station and/or pager.

#### Note

If **Status** is pressed during a repeater sensor failure, the panel announces "Repeater Sensor X warning." When the condition is restored, the **Status** light turns off and trouble beeps stop sounding.

## ***Automatic Phone Test***

When Auto Phone Test (Option 14) is set to **ON**, the panel verifies communication between the system and central monitoring station. The option can be set from one to 254 days. If the panel fails to contact the central monitoring station, the following events occur:

- The **Status** light turns on.
- Trouble beeps sound.

### ***Note***

If you press **Status** during an Auto Phone Test failure, the panel announces “Phone communication failure” and trouble beeps stop sounding for four hours. When the phone test failure condition is restored, the **Status** light turns off and trouble beeps stop sounding.

## ***Phone In Use***

With the Phone in Use feature, the panel’s **Status** light turns on after a phone has been removed from its receiver or if the line is not connected. When **Status** is pressed, the panel announces “Phone in use.”

## ***Away Mode Operation***

When your customer is away for an extended period of time, they can engage the panel’s Away Mode feature by using the panel, a keychain touchpad, or a remote phone. When the feature is set to **AWAY**, the following functions are disabled:

- Panic Sensor Supervision
- Activity Check
- Medication Reminder

Each feature is engaged when the customer returns and disengages the feature.

---

## ***Sensor Testing***

You should test each sensor after programming or when sensor-related problems occur.

### **➤ To test a sensor:**

1. Open the panel cover.
2. Press **Start**. The panel announces “Please select from menu.”
3. Press **Test Sensors**. The panel announces “Sensor test is ON. Test sensor X.”
  - If all learned sensors communicate with the panel, the panel announces “Sensor test complete. Press DONE.”
4. Press **Done**. The panel announces “Sensor test OK.”

### ***Note***

The panel announces each sensor in the order in which they were programmed. If no sensors are programmed, the panel announces “Function not available.” If **Cancel** is pressed before all sensors are tested, the panel announces “Sensor test cancelled or failure.”

See specific sensor *Installation Instructions* for complete testing information.

---

## ***Phone Communication Testing***

You can perform a series of tests to ensure and verify communications between the panel and central monitoring station. The tests include: Phone Test; Central Station Communication; Pager Communication; Voice Event Notification; Remote Phone; Central Station Phone Operation.

### ***Phone Test***

The Phone Test feature sends a test signal from the panel to the central monitoring station, pager, or voice event notification. The test signal allows you to verify that the panel dials the correct phone number in cases of emergency.

### **➤ To perform a Phone Test:**

1. Open the panel cover and place the installer template over the panel menu.
2. Enter **Utility Access Code 1**.
3. Press **Test**. The panel sends a test signal for each programmed phone number.

## Central Station Communication

### ➤ To perform a Central Station Communication Test:

1. Contact the central monitoring station and inform the operator that you are testing the system. Also, inform the homeowner of all system pagers or voice event notification phones.
2. Test each sensor.
3. After you have completed the test, contact the central monitoring station to verify each alarm was received.
  - Refer to Table 8 for a complete list of Reporting Codes.

## Pager Communication

### ➤ To perform a Pager Communication Test:

1. Contact the central monitoring station and inform the operator that you are testing the system. Also, inform the homeowner of all system pagers or voice event notification phones.
2. Set the pager to **ON**.
3. Test each sensor.
  - Refer to Table 8 for a complete list of Reporting Codes.

**Table 8: Reporting Codes**

Event	SIA Code	CID Code	Pager Code
Auto Phone Test	RP	1602	N/A
Manual Phone Test	RX	1601	-101-101
RF Sensor Failure:			
Smoke	FS	1381	N/A
Panic	MS	1381	N/A
PIR	US	1381	N/A
Repeater	QS	1381	N/A
CO	GS	1381	N/A
Activity	US	1381	N/A
Water	WS	1381	N/A
Emergency	MS	1381	N/A
Freeze	ZS	1381	N/A
Call Button	MA	1100	-107-107
AC Failure	AT	1301	-103-103
AC Restore	AR	3301	-102-102
Enter Programming	LB	1627	-122-122
Exit Programming	LX	1628	-122-122
Water Sensor	WA	1154	-121-121
CO Detector	GA	1151	-119-119
Activity Timer Failure	NA	1102	-105-105
Medication Failure	MS	1641	-104-104
Alarm Cancel	OC	1406	-123-123
Smoke Detector	FA	1110	-109-109
Audio Listen (Instant)	L90	1606	N/A
Audio Listen (Call Back)	X Audio	1411	N/A
Emergency Sensor (RF)	MA	1100	-107-107



**Table 8: Reporting Codes**

Event	SIA Code	CID Code	Pager Code
CareGiver In (Open)	OS	1409	-110-110
CareGiver Out (Closed)	CS	3409	-111-111
Trouble Sensors: Low Battery RF Jam Detected	YT XQ	1302 1355	-117-117 -117-117
Trouble Sensor Restore: Low Battery Restore RF Jam Restore	YR XR	3302 3355	-115-115 -115-115
Home (On)	OP	1401	-110-110
Away (Off)	CL	3401	-111-111
General Supervision	<b>N/A</b>	<b>N/A</b>	-116-116

**Note**

For CID Codes, the numbers 1 and 3 may appear in the CID Report as **E** and **R** respectively.

**Voice Event Notification**

The Voice Event Notification test requires you to activate a panic sensor or the panel **Call** button. To prevent a test failure, you must answer the secondary or voice event notification phone. Prior to testing the Voice Event Notification, ensure that **Phone Mod 2** or **Phone Mod 3** are set to **10**.

➤ **To perform a Voice Event Notification Test:**

1. If your panel is monitored, contact the central station and inform the operator that you are testing the system.
2. At the installation site, activate a panic sensor or press **Call**.
3. Answer the secondary or voice event phone. The panel announces “Press **STAR** for alarm.”
4. On the phone, press \* hear each alarm. The panel announces “Sensor XX panic alarm.”
  - If the call ends and you did not press \*, the panel calls the programmed number eight times.
  - After you have reviewed each alarm, press **5** to enter a two-way audio session.
5. On the phone, press # to end the call.

**Note**

Refer to Table 9 for a list of remote phone commands.

**Remote Phone**

The Remote Phone Test requires you to test the system from an off-site phone; the test may also be conducted by the central monitoring station. Refer to **Ring/Hang/Ring (Option 20)** for information on connecting the panel through a remote phone.

When using a remote phone, the panel allows users to access specific phone commands. These commands can then be used to set all medication and activity check reminders to **HOME** or **AWAY**. Refer to Table 9 for a list of remote phone commands.

**Table 9: Remote Phone Commands**

On the phone, press...	Panel Function
<b>2</b>	Set Medication and Activity Check Reminders to <b>Away</b> .
<b>4</b>	Set Medication and Activity Check Reminders to <b>Home</b> .

**Table 9: Remote Phone Commands**

On the phone, press...	Panel Function
<b>5</b>	Establishes a two-way session. Refer to Table 10 for additional commands.
<b>7</b>	Check status of Medication and Activity Check Reminders.

**Note**

*If your customer presses **5**, the panel enters a two-way audio session and the customer has access to the central station phone commands listed in Table 10.*

**Central Station Phone Operation**

Central station operators have full-time access to additional phone commands when compared to remote phone users. If a remote phone user presses **5** on their phone, they can access the same phone commands as used by the central station. Refer to Table 10 for a list of central station phone commands.

**Table 10: Central Station Phone Commands**

On the phone, press...	Panel Function
<b>*</b>	Start an audio session
<b>0 or 1</b>	Talk only
<b>2</b>	Conduct a two-way audio session
<b>3 or 6</b>	Listen only
<b>7</b>	Extend an audio session 90 seconds
<b>99 or #</b>	End an audio session

Commands listed in Table 10 are only valid for the **CS5000** and **Osborne-Hoffman** central station receivers. To determine proper two-way session commands, refer to specific receiver documents.

## Handheld / Key-chainTouchpad

This section describes how to program both the handheld touchpad (60-671) and keychain touchpad (60-659) into panel memory.

### Handheld Touchpad

The handheld touchpad allows your customer to activate certain panel options, toggle between **HOME** and **AWAY** modes, and contact the central monitoring station in case of a non-medical emergency.

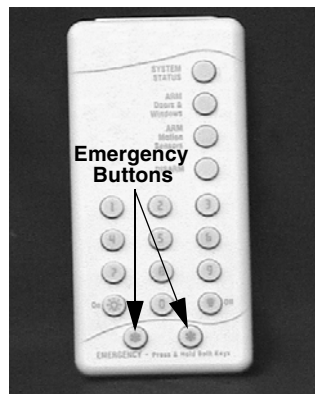
In addition, the handheld touchpad is also used to supervise the arrival and departure of professional care providers. When a care provider arrives, they simply use the touchpad to enter a unique personal identification number (PIN). After the panel makes a brief announcement, the care provider then enters a two-digit service code.

When the caregiver departs, they use the touchpad to enter their PIN a second time. After the panel makes another brief announcement, the care provider then enters a service code of **99** to indicate that service is completed.

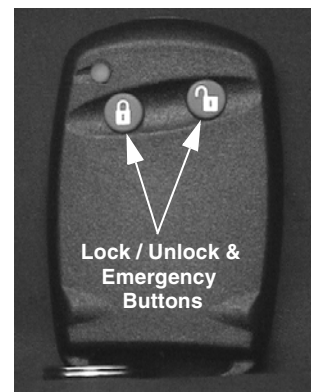
For both arrival and departure, service codes are sent to the central station in SIA format.

### Keychain Touchpad

The keychain touchpad allows your customer to set their panel to **HOME** or **AWAY** from a short distance outside the home or initiate a panic alarm in cases of emergency.



60-671



60-659

#### ➤ To program the Handheld and Keychain Touchpad:

1. Refer to steps 1-4 from *Installer Added Sensors* on page 22.
2. To trip either touchpad, simultaneously press and hold the two **emergency buttons**.
3. **Do not press DONE.**  
If you need to change sensor type, press #.
4. Press **Done**. The panel announces the learned sensor name (touchpad), number, and type.

---

## **Software Release Notes**

### ***CareGard Software Version 2.0***

The following features were changed or added to CareGard Software Version 2.0:

#### ***Touchpad Support***

The Touchpad Support feature allows customers to toggle between **HOME** and **AWAY** modes and contact the central monitoring station in case of a non-medical emergency.

#### ***CareGiver Support***

The CareGiver feature allows caretakers to enter a service code and user number while tending to a patient. The feature generates Open and Close reports upon a caregiver's arrival and departure.

#### ***Keychain Touchpad***

The addition of the keychain touchpad allows customers to set their panel to **HOME** or **AWAY** from a short distance outside the home or initiate a panic alarm in cases of emergency.

#### ***Home and Away — Upgrade***

The Home and Away feature allows customers to set medication and activity check reminders to **HOME** or **AWAY** by using the panel, a keychain touchpad, or a remote phone. This feature also allows customers to suspend panic button supervision.

### ***CareGard Software Version 1.3***

The following features were changed or added to CareGard Software Version 1.3.

#### ***Line-in-use Detection***

V 2.0 software can detect when phone line voltages drop below a certain level. When a condition exists, the **Status** light flashes. If **Status** is pressed, the panel announces “*Phone in use.*”

#### ***Trouble Beeps***

This feature continues to sound when set to **OFF**. Refer to **Trouble Beeps (Option 25)** for more information.

#### ***Medication Reminders***

Changes to this feature effect reporting methods to the central monitoring station. Refer to **Report Medication Failure (Option 40)** on for more information.

#### ***Hang-up Detection***

V 2.0 software can detect when a remote phone is hung; this feature also automatically disconnects the telephone line. Refer to **CPC Enable (Option 45)** for more information.

#### ***Alarm Clear***

Alarms can be cleared from system memory following a two-way voice session. Refer to **Alarm Clear (Option 46)** for more information.

#### ***Away Mode Operation***

When your customer is away for an extended period of time and they engage the **AWAY** feature, the following functions are disabled:

- Panic Sensor Supervision
- Activity Check
- Medication Reminder

Table 11: Troubleshooting Guide

Problem	Solution
The panel does not respond after the <b>Call</b> or panic buttons are activated.	<ul style="list-style-type: none"><li>• Verify phone line is plugged into the panel LINE jack.</li><li>• Ensure that you programmed a <b>Primary Phone Number (Option 3)</b>.</li><li>• <b>Call Button Enable (Option 21)</b> is set to <b>1</b> or <b>2</b>.</li></ul>
I can't select an option number to change.	<ul style="list-style-type: none"><li>• Ensure you have entered <b>Utility Access Code 1</b> or <b>Utility Access Code 2</b>.</li></ul> <p>The <b>Master Access Code</b> can only change Options 1, 5, 22 and 29.</p>
The phone test option doesn't work after I press the <b>Test</b> button.	<ul style="list-style-type: none"><li>• Make sure you programmed a phone number for <b>Options 3, 4 and 5</b>.</li></ul>
The panel beeps.	<ul style="list-style-type: none"><li>• Press <b>Status</b>.</li><li>• Refer to the <i>System Monitoring</i> section for more information.</li></ul>
The panel announces " <i>System phone communication failure.</i> "	<ul style="list-style-type: none"><li>• Verify a phone line is connected.</li><li>• Make sure you programmed a phone number for <b>Options 3, 4, and 5</b>.</li><li>• Answer the phone during a voice event notification.</li></ul>
The panel announces " <i>System low battery.</i> "	<ul style="list-style-type: none"><li>• Make sure the battery is charged and properly connected. The battery may require several hours to fully charge.</li><li>• Replace the backup battery.</li><li>• Conduct a sensor test.</li></ul>
I performed a sensor test and the panel announces " <i>Function not available.</i> "	<ul style="list-style-type: none"><li>• A sensor has been deleted or not programmed into panel memory.</li><li>• Refer to <i>Installer Added Sensors</i> on page 22 for more information.</li></ul>
The panel announces " <i>Sensor low battery.</i> "	<ul style="list-style-type: none"><li>• Replace the sensor battery. Refer to specific sensor manuals for complete instructions.</li></ul>
My access code does not work.	<ul style="list-style-type: none"><li>• Check your <b>Access Code Length</b>. You can try a default setting listed in Table 6.</li></ul>
The panel announces " <i>Phone in use.</i> "	<ul style="list-style-type: none"><li>• Verify a phone line is connected.</li><li>• Ensure that another device (phone or modem) is not currently in use.</li></ul>

## Interrogator 200 AVM\* Wiring Instructions

**\* Not investigated for use by ETL.**

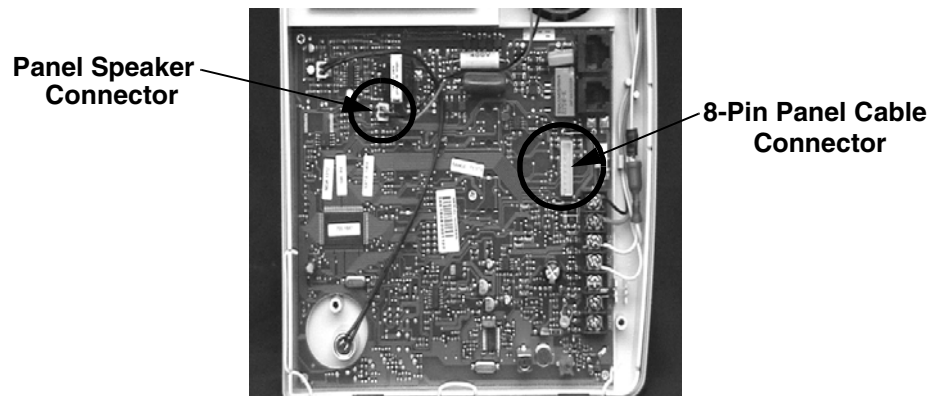
### *Accessing the Panel Circuit Board*

1. On the panel's back, remove the four (4) panel screws as shown in Figure 7. Next, remove the back plate from the chassis and set it to the side.



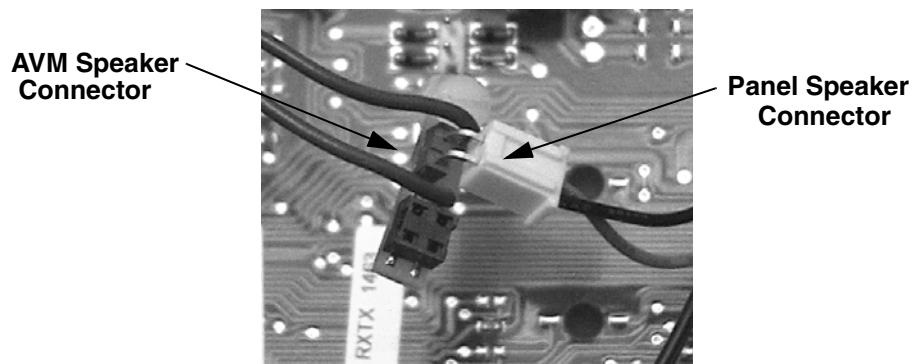
**Figure 7. Locating the Panel Screws**

2. On the panel circuit board, locate the **Panel Speaker Connector** (see Figure 8) and remove it from the board. Next, locate the **8-Pin Panel Cable Connector** and plug the AVM Microphone Connector to it.



**Figure 8. Locating Panel Speaker and 8-Pin Cable Connectors**

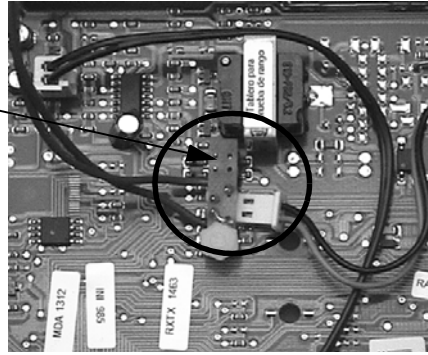
3. Insert the two prongs on the **AVM Speaker Connector** (blue wires) into the female plug on the **Panel Speaker Connector** (see Figure 9).



**Figure 9. Connecting AVM Speaker and Panel Speaker**

4. Plug the AVM Speaker Connector to the circuit board (see Figure 10) where the panel speaker was formerly connected (refer to Figure 8).

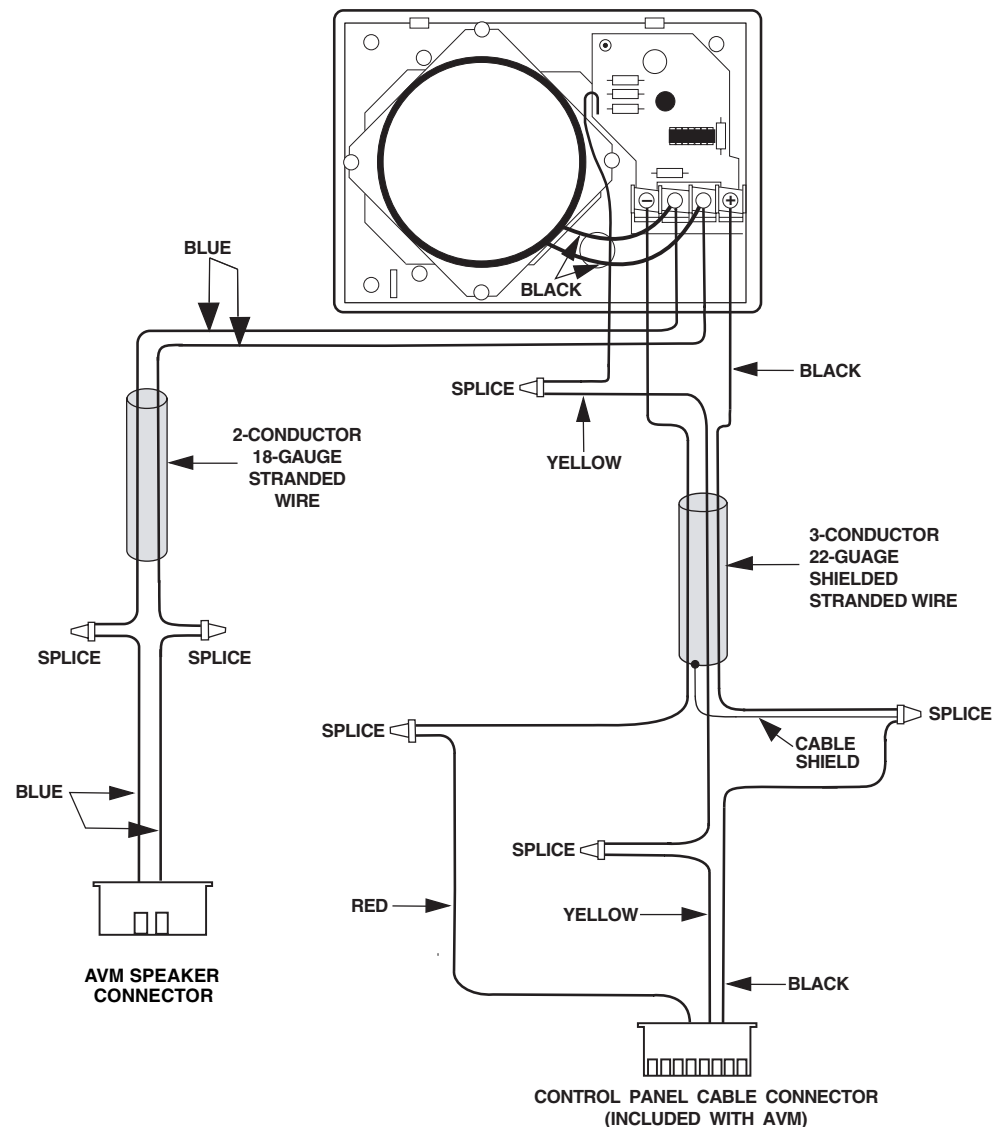
**AVM Speaker Connection**



**Figure 10. Plugging the AVM Speaker Connector to the Circuit Board**

### ***Wiring the Interrogator 200 AVM***

To wire the Interrogator 200 AVM, follow the wiring instructions shown below. The maximum length for both 18- and 22-gauge wire runs is *100 feet*.



8569G01C.DSF



**GE Security**

© 2004 GE Security. All trademarks are properties of their owners.  
All rights reserved.

1275 Red Fox Road  
Arden Hills, MN 55112