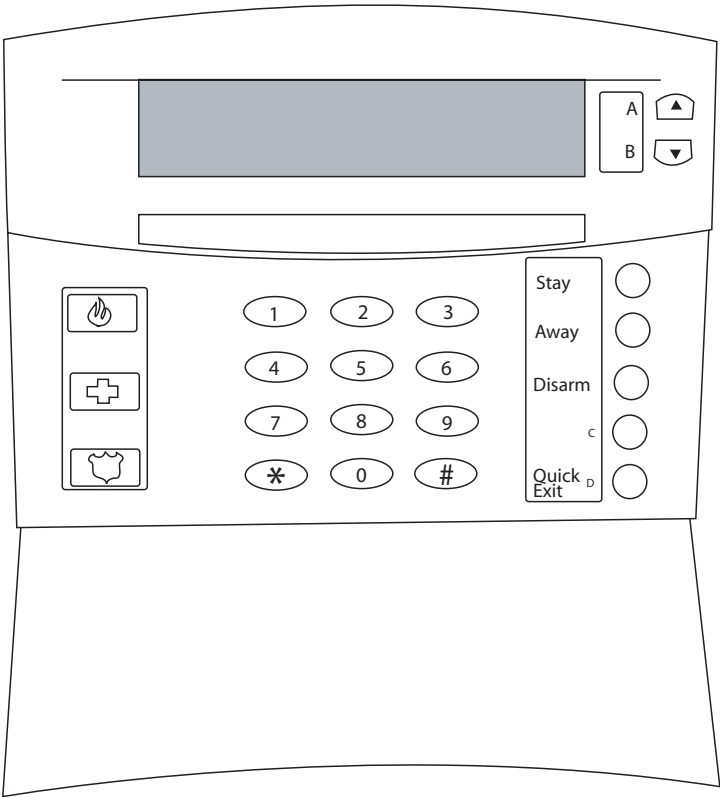


# FTP-1000 Touchpad/Display Installation Manual



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**Intended use** Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at [www.gesecurity.com](http://www.gesecurity.com).

**FCC compliance** 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 harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Preface

This is the GE FTP-1000 Installation Manual for model 600-1020. This document includes an overview of the product and detailed instructions explaining:

- how to install the touchpad; and
- how to program the touchpad.

There is also information describing how to contact technical support if you have questions or concerns.

To use this document effectively, you should have the following minimum qualifications:

- a basic knowledge of security systems and components; and
- a basic knowledge of electrical wiring and low-voltage electrical connections.

Read these instructions and all ancillary documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to [Online publication library](#) on page 9 for instructions on accessing our online publication library.

**Note:** A qualified service person, complying with all applicable codes, should perform all required hardware installation.

## Conventions used in this document

The following conventions are used in this document:

<b>Bold</b>	Menu items and buttons.
<i>Italic</i>	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
<i>Blue italic</i>	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
Monospace	Text that displays on the computer screen.
	Programming or coding sequences.

## Safety terms and symbols

These terms may appear in this manual:



**CAUTION:** *Cautions* identify conditions or practices that may result in damage to the equipment or other property.



**WARNING:** *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

## Product overview

The FTP-1000 lets you control the operation of compatible security systems (see *Table 4* on page 10).

The large display provides easy to read messages to indicate the current status of the system. The touchpad includes police, fire, and auxiliary panic buttons that can be activated anytime. A built-in speaker provides alarm, status, and button-press sounds. A swing-down door reveals a label with basic system operating commands. The door can be removed by simply opening it past its stop point. The door can also be reattached later if desired.

## Tools and equipment needed

- 4-conductor, 22- or 18-gauge wire
- Screwdriver
- #6 screws and anchors (included)
- Panhead screws for gang box installation
- Saw or utility knife for cutting wallboard

## Installation

Use the following instructions to install and wire your touchpad.

### Guidelines

- Mount the touchpad in an environmentally controlled area (32 to 120°F or 0 to 49°C).
- When mounting the touchpad, allow at least 3 inches below it for the swing-down cover.
- Do not exceed the maximum available power. See the panel installation instructions for maximum available power.
- *Table 1* describes the power used by the touchpad.
- *Table 2* describes the maximum wire lengths allowed between the touchpad and the panel.

Table 1. Touchpad power usage

Current (mA)	Conditions
75	Maximum alarm current with the buzzer sounding and the touchpad illuminated from a button press
50	Typical operation
12	Power saving mode (no panel AC power)

Table 2. Maximum touchpad wire lengths

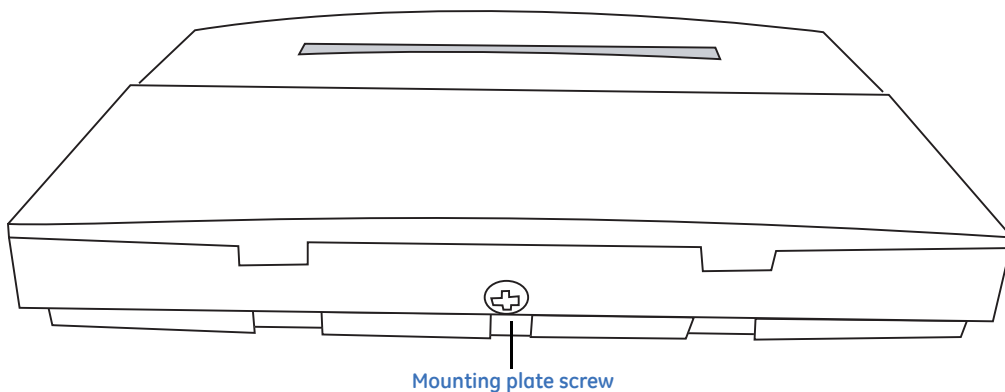
Wire gauge (unshielded or shielded)	Max touchpad wire length between touchpad and panel
18	750 feet
22	300 feet

### Mounting plate installation

To install the mounting plate, do the following:

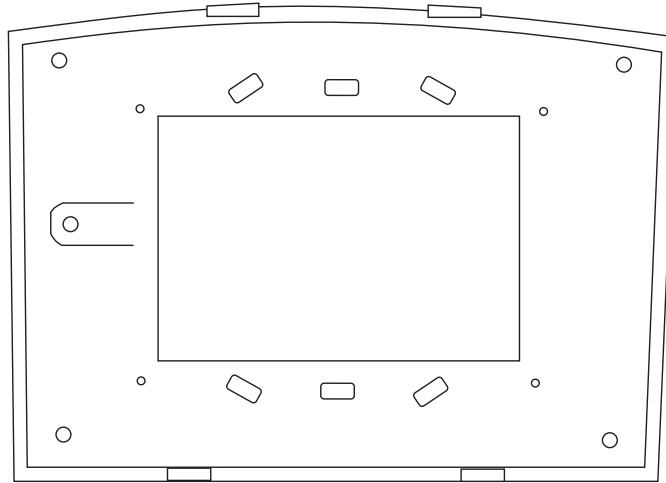
1. Separate the mounting plate from the touchpad by first loosening the screw, then lift the touchpad away from the mounting plate (see *Figure 1*).

Figure 1. Mounting plate screw



2. For wall mounting, place the mounting plate on the wall and mark the mounting holes (see *Figure 2*). Be sure to leave a 3-inch clearance below for the touchpad door to open.

*Figure 2. Mounting hole locations*



3. Insert anchors into the wall at the marked locations where studs are not present.
4. Align the mounting plate holes with the wall or gang box screw holes and secure the back plate using the screws provided.  
**Note:** Do not overtighten screws or the mounting plate may bind and prevent the touchpad from mounting properly.
5. For wall-mount installations, cut a hole in the wall behind the mounting plate to pull the wiring cable through.

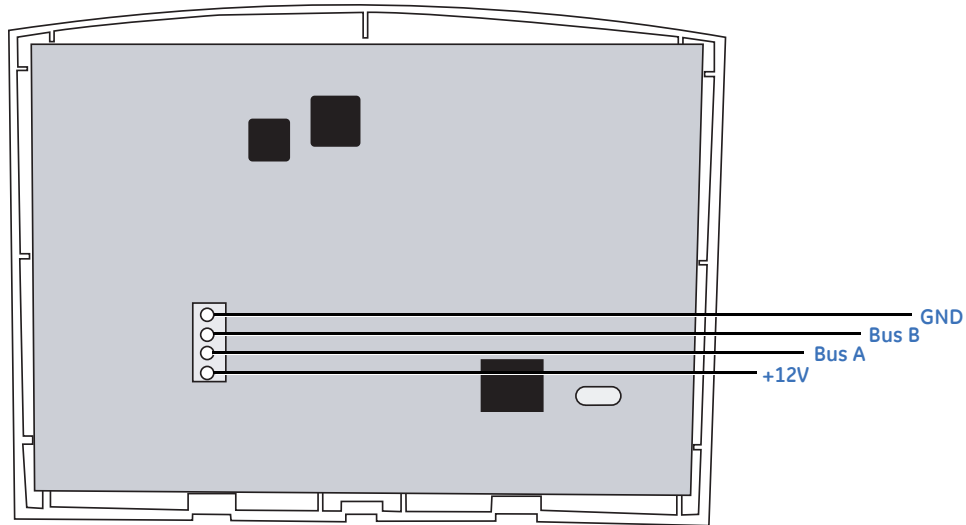
## Wiring the touchpad to the panel

To wire the touchpad to the panel, do the following:

1. Remove panel AC and backup battery power.
2. Run a 4-conductor, 18- to 22-gauge wire from the panel to the touchpad location (see *Table 2* on page 3).
3. Connect the touchpad +12V, Bus A, Bus B, and GND terminals to the matching panel terminals (*Figure 3* on page 5).

**Note:** The wiring should extend from the right side of the connector.

Figure 3. Touchpad wiring connections



## Attaching the touchpad to the mounting plate

Align the tabs at the top of the mounting plate with the slots on the touchpad and swing the touchpad bottom toward the mounting plate. Gently tighten the screw into the bottom of the touchpad.

## Power-up and bus communication

After making all wiring connections from the touchpad to the panel, you are ready to power up the panel and verify correct communication between the touchpad and the panel. Upon power-up, the panel scans the bus for connected devices and automatically learns the unit number of each bus device.

**Note:** If you plan to install systems with no alphanumeric touchpads, we recommend that you keep an alphanumeric touchpad with you, specifically for installer programming. This touchpad can be quickly connected and disconnected from the header pins on the lower-left portion of the panel, just above the terminal strip.

To power up the panel and verify bus communication:

1. Verify that all wiring between the panel and touchpad is correct.
2. Connect the panel battery and plug in the panel transformer. The touchpad should display `BUS SCAN`, then show a time display with the `PRESS STATUS` prompt in the upper-left corner.

**Note:** If the touchpad does not power up (show any display) or respond as described above, unplug the panel AC transformer and disconnect the backup battery. See [Troubleshooting](#) on page 9 for more information.

## Testing

Use the following procedures to test the touchpad for display function, button function, and system operation.

### Test touchpad display function

Press and hold the **4**, **5**, and **6** buttons together for about three seconds, then release them.

The touchpad cycles through all text messages, then returns to the time display.

### Test button function

To test the button functions, do the following:

1. Press and hold the **7**, **8**, and **9** buttons together for about three seconds, then release them. The display should go blank.
2. Press each touchpad button to display a different string of letters or numbers for each button. For example, **111111111111**, **AAAAAAAAAAAA**, etc. Pressing **\*** displays Es and pressing **#** displays Fs. After about 15 seconds of no touchpad activity, the touchpad returns to the time display.

### Test system operation

Testing the system operation requires you to perform some standard operations to ensure that they work properly.



**CAUTION:** Contact the central monitoring station before activating alarms, to avoid dispatching local police and fire departments

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To test the system's operation, do the following:

Arm/disarm the system, activate the touchpad panics, bypass sensors, and turn chime on/off to verify correct operation.

**Note:** You must enable the touchpad panic buttons in order to activate them. Please see the panel installation instructions for more information.

Refer to the panel's user manual for complete system operating instructions and user programming procedures.



## Adjusting display brightness

You can adjust the background lighting (provided by yellow LEDs) of each touchpad individually to help compensate for lighting conditions at the touchpad location. The brightness adjustment lightens or darkens the display background and button lighting.

### Adjust display background brightness

To adjust display background brightness, do the following:

1. Enter user programming mode by pressing **9** + system master code. The display shows `SYSTEM MENU`, then `TIME - dATE`.
2. Press **A** or **B** until the display shows `OPTIONS`, then press **#**. The display shows `dOWNLd ON`.
3. Press **A** or **B** until the display shows `BRIgHT 2` (default setting).
4. Enter a setting from **0** (LEDs off) to **3** (brightest), then press **#**. The display shows the new setting.
5. Exit user programming by pressing:
  - **\* + 4 + #** for Concord Express panels,
  - or **\* + 00 + #** for Concord panels.

## Changing chime and trouble beep tones

The frequency (pitch) of chime and trouble beep tones from each touchpad can be adjusted to a more desirable or distinct tone, and to compensate for hearing impaired persons.

**Note:** Chime and trouble beep tones sound (using the default frequency) during, or within 15 seconds of any button activity at that specific touchpad.

### Change status tone pitch

To change the status tone pitch, do the following:

1. Press and hold the \* and 0 buttons together until you hear a steady tone, then release the buttons.
2. Press and hold 1 to lower the pitch or press and hold 2 to raise the pitch.
3. Release the button when the desired pitch is heard. After about 15 seconds of no touchpad activity, the steady tone stops sounding.

## Troubleshooting

The following describes what to do if the touchpad does not operate correctly.

- *The touchpad doesn't power up (no display and no beeps when buttons are pressed).*
  1. Check for correct wiring connections at touchpad and panel terminals.
  2. Make sure that the panel battery is connected correctly and that the panel transformer is plugged in.
  3. Make sure panel transformer is not plugged into an electrical outlet controlled by a switch. Relocate the transformer to an unswitched outlet location, if necessary.
- *The touchpad display appears blank, but beeps sound when I press buttons.*

Check for correct bus wiring connections (green and white wires) at touchpad and panel terminals.

## Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 6 a.m. and 5 p.m. Pacific Time).

Table 3. Sales and support contact information

	Sales	Technical support
<b>Phone:</b>	<b>Toll-free:</b> 888.GESECURity (888.437.3287 in the US, including Alaska and Hawaii; Puerto Rico; Canada). Outside the toll-free area: 503.885.5700.	
<b>E-mail</b>	info@gesecurity.com	generaltech@ge.com
<b>Fax</b>	800.483.2495	<b>541.752.9096</b> (available 24 hours a day)

**Note:** Be ready at the equipment before calling for technical support.

## Online publication library

Another great resource for assistance with your GE Security products is our online publication library, available to all of our customers on our website. To access our publication library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Tools** area at the top, click the [Publication Library](#) link. After you register and log on, you may search through our online library for the documentation you need.<sup>1</sup>

1. Many GE Security documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Acrobat Reader, which can be downloaded free from Adobe's website at [www.adobe.com](http://www.adobe.com).

# Appendix A Specifications and notices

Table 4. Specifications

Specification	Rating
Compatibility	Concord, Concord Express, Concord Ultra, Concord 4
Power requirements	12 VDC nominal, 75 mA
Temperature range	32 to 120°F (0 to 49°C) Operating -30 to 140°F (-34 to 60°C) Storage
Maximum humidity	85% relative, noncondensing
Dimensions	5 in. x 4.50 in. x 0.75 in. (L x W x D)
UL/cUL listings	UL (985, 1023, 1610) cUL (C1023 - 1974, S545 - M89) For cUL listed applications, the unit shall be installed in accordance with Part 1 of the Canadian Electrical Code.

**Note:** See specific panel installation instructions for complete UL installation requirements for the system you are installing.

## Radio interference information to the user

If this equipment causes 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 help.