

## ULTRAGARD: MOST FREQUENTLY ASKED QUESTIONS

Will the CareTaker Plus Interrogator Module (60-471) work with this panel?

No, the UltraGard panel's built-in interrogator circuitry is not compatible with this module. Use the new Interrogator 200 Audio Verification Module (60-677) instead.

How many Interrogator 200 Audio Verification Modules (60-677) can be used with this panel and why?

A maximum of two modules are recommended for full volume sound output. (Using three modules produces a noticeable sound volume reduction.)

Will CareTaker Plus non-SuperBus alphanumeric touchpads and bus modules such as ESMs, HIMs, or HOMs work with this panel? (Also see question number 15.)

No. Non-SuperBus alpha touchpads and modules are not compatible with UltraGard's new bus technology. Use only SuperBus bus devices with UltraGard.

When will the SuperBus Hardwire Output Module HOM (60-585) for UltraGard be available?

The SuperBus HOM will be available with UltraGard software Version 2 in the Spring of 1997. The HOM will be compatible with panel software Version 2.0 or later and is not compatible with earlier versions.

How can I determine the panel hardware and software versions?

On panels prior to Version 1.3, the bar code label indicates the ITI product (055) and the version code (four digits following the 055). These four digits represent the 75-#### ITI EEPROM software version code.

On panel versions 1.3 and later, the product and version code can be displayed on the alphanumeric touchpad.

To display/announce the panel version code:

1. Set the panel RUN/PROGRAM switch to RUN.
2. Enter primary ACCESS CODE + STATUS + 7. The alphanumeric touchpad will display `YYY*XXX` and System `YYY Level XXXX` will be announced. YYY represents the panel

family (hardware) product code and XXXX represents the EEPROM and CPU (software) version code.

Can the software be updated like CareTaker Plus?

No. CPU chips are not socketed. To change or update the panel software, the panel must be replaced.

What could be causing a high-pitched buzz to come from a piezo when it should be quiet?

Wiring piezos without the diode and end-of-line resistor can cause the piezo to buzz when it should be quiet. Wire piezos only as shown in the panel installation documentation.

How do I delete a secondary access code?

Delete a secondary access code by programming it with the same digits as the primary access code. Deleted/blank codes are displayed as \*\*\*\*.

To delete a secondary access code:

1. Press PRIMARY ACCESS CODE + STATUS + 8. SYSTEM SETTINGS is displayed and System memory open is announced.
2. Press BYPASS repeatedly to display ## - ARM CODE ##### (secondary access code to be changed).
3. Press COMMAND to display \_ \_ \_ \_.
4. Enter the four-digit PRIMARY ACCESS CODE to delete or blank (\*\*\*\*) the old secondary access code.
5. Wait 5 seconds or press COMMAND to set the new code. OK is displayed.
6. Press BYPASS repeatedly to display 99 - EXIT.
7. Press COMMAND to exit user-programmable system settings. Good-bye is announced and 1-OFF is displayed.

Why doesn't memory clear when I press the panel memory clear button?

Safeguards have been added to UltraGard to prevent accidental clearing of memory.

To clear panel memory:

1. Open and remove the panel door.
2. Turn the panel power switch off and then on.
3. Immediately (within 1 minute after turning panel power on), press and hold the memory clear button located on the upper left edge of the panel until a relay click is heard at the panel or until interior speakers announce Memory Good-bye.

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How can I tell this panel's Standard (60-679) and Line Carrier (60-678) AC Power Transformers apart?

The Standard transformer has the third (ground) plug prong, the Line Carrier transformer does not.

Why can't I program from all of the alphanumeric touchpads after I switch to the program mode? One touchpad works, but the rest display Program Mode and seem locked up.

By design, only the alphanumeric touchpad first used during a programming session is active. A different touchpad can be used if the panel is switched to Run and back to Program.

The SuperBus ESM (60-620) doesn't have a potentiometer adjustment like the CareTaker Plus bus models. How do I adjust the temperature to match the building's thermostat?

To adjust the Energy Saver Module temperature readout:

1. In PROGRAM MODE, press BYPASS until the display reads SET TEMP.

2. Press COMMAND to display TEMPERATURE - ## (old or default present room temperature).
3. Enter present two-digit room temperature (32 to 99).
4. Press COMMAND and the display reads TEMPERATURE - ## (present room temperature).
5. Press FIRE to exit.

SuperBus modules and touchpads appear to be “locked up” after changing unit numbers? How do I initialize them?

To initialize SuperBus modules and touchpads after changing unit numbers:

1. Turn the control panel power switch off and then back on so the bus module can read the unit number switch settings into its memory.
2. Enter and exit PROGRAM MODE by switching the panel PROGRAM/RUN switch to PROGRAM and back to RUN so the panel can “learn” the new bus device unit numbers.

If the alphanumeric touchpad (or other SuperBus device) no longer seems to function, check if the same unit number assigned is to more than one device. SuperBus devices cannot share the same unit number.

The LEDs inside the ESM (60-620) and HIM (60-584) SuperBus modules blink differently than the CareTaker Plus bus modules. What should they do?

SuperBus ESM and HIM LEDs blink constantly to indicated proper communication with the panel. An LED staying on constantly indicates a problem with the module itself. An LED staying off indicates a bus conflict (two or more bus devices set to the same unit number) or bus wiring problem.

The Interrogator 200 audio verification module (60-677) phone (speak/listen) “hot keys” are not the same as the CareTaker Plus (60-60-471) model. Why?

The Interrogator 200 audio verification module phone “hot keys” have been assigned to the SIA industry standard of 1 to speak and 3 to listen from off-site. The CareTaker Plus model uses 4 to speak and 0 to listen from off-site.

What does it mean when the alphanumeric touchpad displays its unit number (device address) (DA 001, DA 002, etc.) in both run and program modes?

The alphanumeric touchpad displays its unit number (device address) (DA 001, DA 002, etc.) in both run and program modes to indicate a bus conflict of some kind. Check the bus wiring and also that no two bus devices are set to the same unit number. (Also see question number 11.)

What ITI CareTaker Plus devices are not compatible with UltraGard and why?

Alphanumeric Touchpad (60-248-10-CTP). Not SuperBus compatible.

Energy Saver Module (60-438). Not SuperBus compatible.

Hardwire Input Module (60-242). Not SuperBus compatible.

Hardwire Output Module (60-243). Not SuperBus compatible.

Feature Expansion Module (60-436). Built into UltraGard panel.

Interrogator Alarm Verification Module in Case with Speaker (60-471). Not compatible with UltraGard circuitry.

Interrogator Recording Module (60-559). Not compatible with UltraGard circuitry.

9 VAC Class II (60-515), 9 VAC Line Carrier (60-346-500), or 220 VAC, 50 Hz

(22-068) AC Power Transformers. UltraGard requires 16 VAC power.

6V, 3.2Ah (60-554) or 6V, 4.0Ah (60-602) Panel Backup Batteries. UltraGard requires 12V backup battery.

How do I load sensor text from one alphanumeric touchpad to another like I can with CareTaker Plus?

Since UltraGard sensor text is stored in panel memory and not in individual touchpad memory, sensor text no longer needs to be loaded from touchpad to touchpad.

Why does the Energy Saver Module turn off when the panel is disarmed to Level-1 (Off)?

Since it is assumed that users want the ESM off when they are in the building, the ESM automatically turns off when the user disarms the panel rather than forcing the user to turn off the ESM as a separate operation.

How do I connect an external speaker so that it only announces alarm and not status voice while internal speakers announce both?

Connect the external speaker to panel Voice Siren terminals 8 and 9 and turn the panel status volume adjustment all the way down (fully counter-clockwise). The external speaker will then announce alarm sounds only. Connect the internal speaker to panel TP Voice terminals 10 and 11. If you want to control the internal speaker volume, connect a 1-25 ohm, 1 watt volume control potentiometer or fixed resistor in series with the speaker.

Note: The speaker connected to terminals 10 and 11 will produce both status and alarm voice sounds at the same volume (full volume without the optional volume control).