
EC-P10

Security System



User Manual



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1. About your Alarm System

Introduction

Your alarm system consists of a control panel which is connected to the mains power supply, one or more remote keypads and various detection devices that are wired back to the control panel. The control panel will normally be installed out of sight in a utility room or under stairs cupboard etc. The control panel houses the system's electronics and stand-by battery. There is normally no reason for anyone except an installer or service person to have access to the control panel.

The remote keypad provides the user interface for the system and is used to send commands to the system and to display the current system status via the various coloured lights (LED's) and/or LCD display. The remote keypad also provides audible feedback announcement of fault and alarm tones. Each remote keypad should be mounted in convenient locations inside the protected premises, near to the points of entry and exit.

Please read this manual carefully and have your installer instruct you on your system's operation. Become familiar with the features that have been implemented on your system. All users of this system should be equally instructed in its use.

About this Manual

This manual provides a thorough explanation of all system functions that are available to the master user, including troubleshooting and programming user access codes in addition to performing basic system functions. Standard users of the system will not need to know all of this information. The section "Operating your Alarm System" explains general operating procedures for arming and disarming the system. The remaining sections of the manual are reserved for more detailed system information.

Fire Detection

This equipment is capable of monitoring fire detection devices such as smoke detectors and providing a warning alarm if a fire condition is detected. Good fire detection depends on having adequate numbers of smoke and heat detectors placed in appropriate locations. This equipment should be installed in accordance with the relevant local authority fire regulations. Carefully review the "Fire Escape Planning" guidelines in this manual.



Your installer must enable the fire detection feature before it will work.

Monitoring

This system is capable of transmitting alarms, troubles and emergency information over telephone lines to an Alarm Receiving Centre (ARC). If you inadvertently initiate an alarm, immediately call the ARC to prevent an unnecessary response.



Your installer must enable the monitoring function before it will work.

Zones

A zone is an area of protection that has one or more detection devices connected to it (motion detectors, glass-break detectors, door contacts or shock sensors). A single zone might be a room, a hallway or a door or window.

Access Codes

The EC-P10 control panel can have up to a total of 11 users. User 00 is the engineer and cannot be accessed by the normal users. User 01 is the master user and has access to all user menus. Users 02 to 11 default to not in use and be assigned by either the engineer or master user.

As a user of the alarm system, you will be assigned a 4, 5 or 6 digit access code. Access codes are used to arm and disarm the system. Some access codes can perform additional system functions, such as programming system options, bypassing zones and performing system tests.

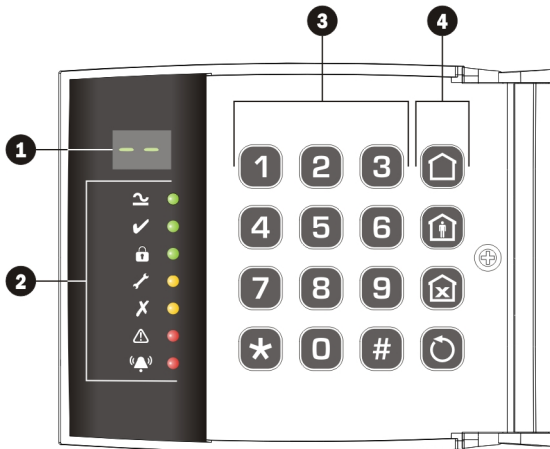
Your access code may not allow you to access certain system functions. For instance, if your code is only allowed to arm the system you will not be able to disarm the system, once the system is armed.

Remote Keypads

One or more remote keypads will be installed throughout the protected premises, usually close to the entry and exit door.

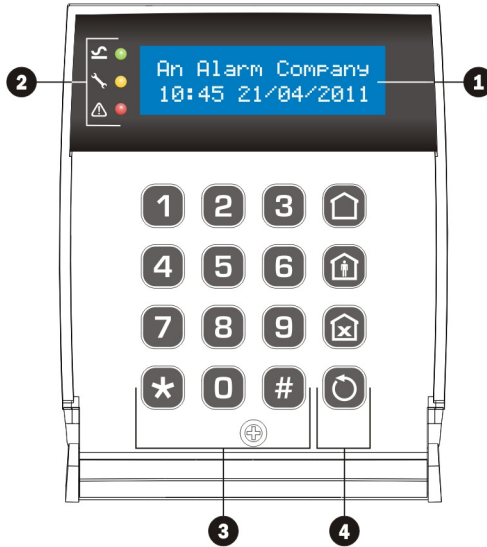
LED Keypad

The LED keypad features a dual 7 segment display for displaying zone status and system fault messages. A set of dedicated system status LED's for AC, Ready, Armed, Trouble, Bypass, Alert and Alarm are also provided.



LCD Keypad

The LCD keypad features a 2 x 20 character blue display for showing all zone status and system fault messages. A set of dedicated system status LED's for AC, Trouble and Alert are also provided.



No	Description
❶	Display (LED or LCD)
❷	LED Status Indicators
❸	Number keys, start and hash
❹	Function keys





LED Status Indicators

The LED status indicators are described below:

Icon	Name	LED	Description
	Power	Green	Mains AC power is present.
	Ready	Green	The system is ready for arming.
	Armed	Green	The system is armed (Away or Stay).
	Fault	Yellow	The system has one or more faults.
	Bypass	Yellow	One or more zones are bypassed.
	Alert	Red	One or more faults/alarms require attention.
	Alarm	Red	One or more alarms have occurred.




Function Keys

The function keys are described below:

Key	Description
	Away Arm
	Stay Arm 1
	Bypass
	Reset

Emergency Keys

The alarm system can provide three immediate emergency alarms by pressing and holding the following keys for three seconds:

Event	Press Keys
 FIRE	1 and 3
 MEDICAL	4 and 6
 POLICE	7 and 9



The emergency keys can be individually enabled or disabled for each remote keypad on your alarm system by the installer.

The Panic alarm (Police) can be individually programmed for either an audible or silent operation for each remote keypad.

2. Operating the Alarm System

Introduction

Before attempting to operate the alarm system ensure you have familiarised yourself with all the procedures covered in this section.

User Menus

Once a valid user access code has been entered at any remote keypad, the user menu is selected. The table below shows the user menu options and the command numbers used to access them. All commands with exception to the “Away Arm”, “Stay Arm 1” and “Reset” are selected by entering their command number followed by *****.

Group	Command	Function
Arming		Away Arm
	/ 1	Stay Arm 1
	2	Stay Arm 2
	3	Stay Arm 3
Reset		Reset alarm or fault
System Tests	1 1	Walk Test
	1 2	Test Bell & Outputs
	1 3	Do Test Call
Event Log, UDL & Chime	2 1	View Log
	2 2	Print Log
	2 3	Call UDL
	2 4	Chime on/off
Users	8 1	Change code
Menus	9 1	Program Mode
	9 2	View Zone Status
	9 9	Exit Menu

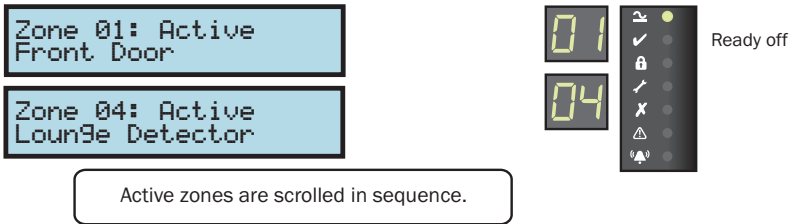


When using the LCD keypad the menu options and their command numbers are scrolled on the bottom line of the LCD. If the ***** key is pressed, the menu option that is currently being displayed is selected.

Only the Master user can access all options in the user menu.

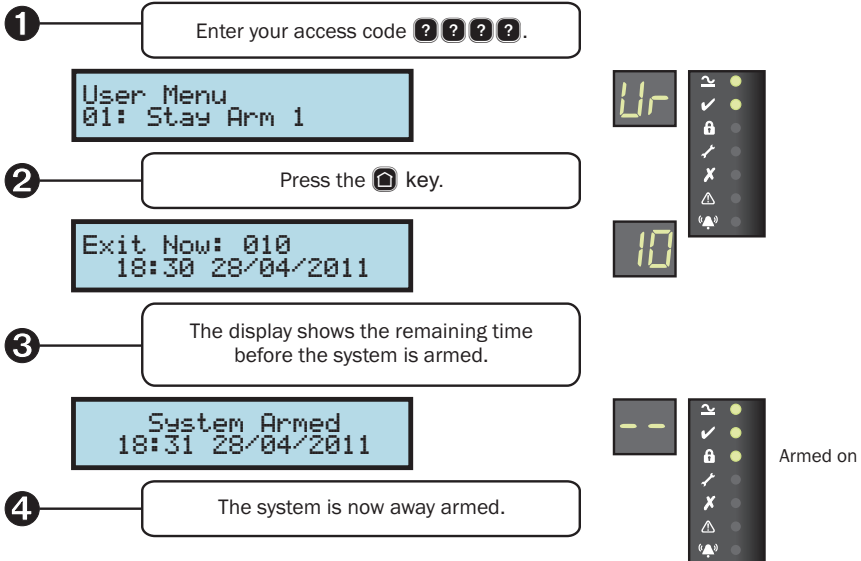
Before Arming the System

Before attempting to arm the system, ensure that all protected areas are secure by closing any windows etc. If the system is not ready for arming the remote keypads scroll the zones that are active. The “Ready” indicator on the LED remote keypad will also be off:



Away Arm - 🏠

The away arming mode is used for protecting all detection zones and is normally used when leaving the premises unoccupied. Before arming the system check that the system is ready for arming. To away arm your alarm system, please proceed as follows:

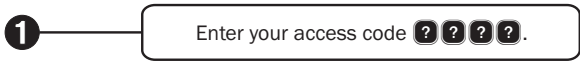


If the Quick Away Arm feature is enabled at the selected remote keypad, you may omit step 1 from the above procedure.



Stay Arm 1 -


The stay arming mode is used for protecting some of the detection zones and is normally used when the premises remain occupied. The system has three stay arm modes which allow the system to be setup for three different protection scenarios. For example “Stay Arm 1” could be configured to provide perimeter protection only, whilst “Stay Arm 2” provides perimeter and downstairs protection.

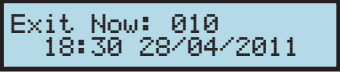
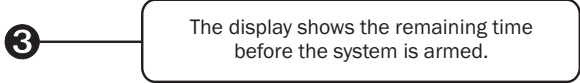
To stay arm your alarm system, please proceed as follows:

- 


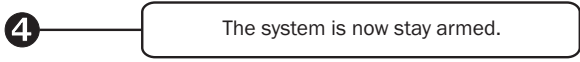
Enter your access code **1 2 3 4**.


- 

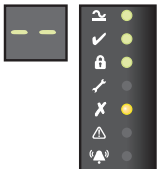
Press the  key.


- 


The display shows the remaining time before the system is armed.


- 


The system is now stay armed.






If the Quick Stay Arm feature is enabled at the selected remote keypad, you can perform a Stay Arm 1, 2 or 3, by simply pressing **1**, **2** or **3** followed by .

Stay Arm 2 - **2**

This option allows you to select the second stay arm mode. Follow the procedure for stay arm 1 (above), and enter **2**  at step 2.

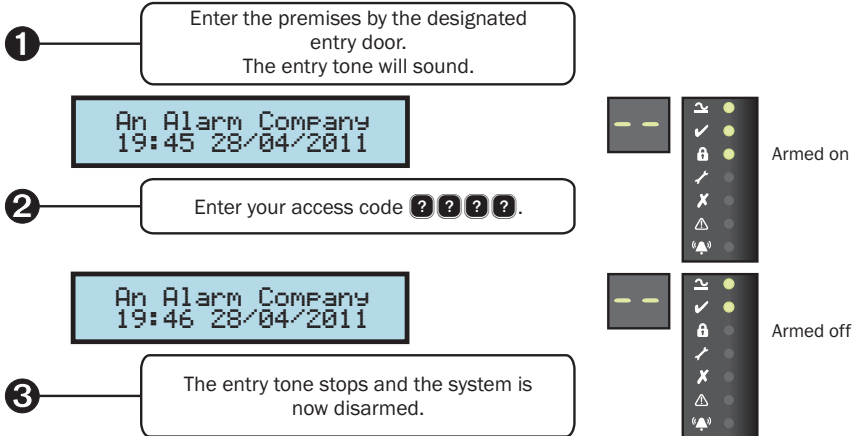
Stay Arm 3 - **3**

This option allows you to select the third stay arm mode. Follow the procedure for stay arm 1 (above), and enter **3**  at step 2.

Disarming the System

When the system is away armed, you must enter the protected premises via the designated entry route (normally the front door). On entering the premises the entry timer and entry tone starts and you must enter a valid access code before the entry timer expires.

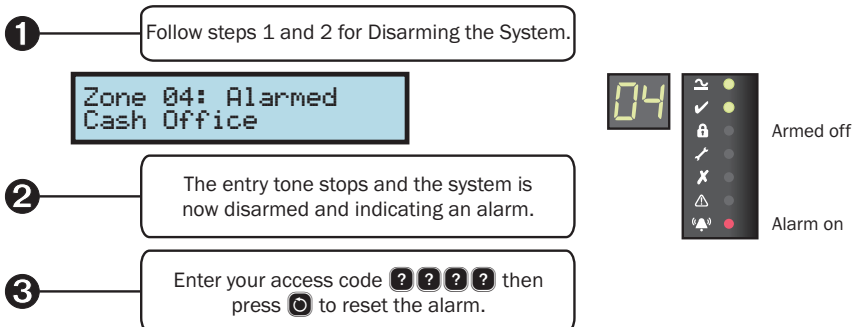
To disarm your alarm system during normal entry, please proceed as follows:



Reset after an Alarm

After an alarm has occurred, the display will indicate the source of the alarm on disarming the system. The alarm indication will remain on the display until the system is reset.

To reset the system after an alarm, please proceed as follows:



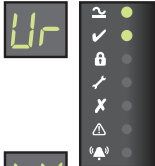

Bypassing Zones -

When a zone is bypassed it is prevented from causing an alarm. This feature can be used to temporarily remove the protection of one or more detection zones when arming the system.


To bypass one or more zones, please proceed as follows:

- 1 — Enter your access code **???**.

User Menu:--
01: Stay Arm 1




- 2 — Press the  key.

Bypass Zone: --
Zones Bypassed are:






- 3 — Enter zone number followed by *****.
e.g. enter 3* for zone 3.

Bypass Zone: --
Zones Bypassed are:

Bypass Zone: --
03: Loun9e Detector


- 4 — The display scrolls the bypassed zones.
Repeat step 3 to add or remove zones.
When finished press  to exit bypass menu.

User Menu:--
01: Stay Arm 1


- 5 — The selected zone(s) are now bypassed:
Press  to away arm.
Press  to stay arm.
Enter **99*** or  to exit the user menu.



If the Quick Bypass feature is enabled at the selected remote keypad, you may omit step 1 when bypassing zones from the above procedure.

If the “Reinstate Bypassed Zones on Disarm” option is enabled by your installer, the selected zones are automatically reinstated when the system is disarmed.

To reinstate a bypassed zone simply select the zone at step 3 in the above procedure.

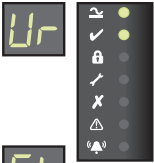
Walk Test - 11*

This option allows the detection zones to be tested without causing an alarm. As each detector is activated, the keypad generates an acknowledgment tone and the zone number is recorded on a list of tested zones. The tested zones are then scrolled on the remote keypad display.


To walk test one or more zones, please proceed as follows:

- 1 Enter your access code **????**.

User Menu:--
11: Do Walk Test



- 2 Enter **11*** to select Walk Test

Zones Tested:00



- 3 Activate the zones that require testing
e.g. Activate the detectors for zones 3 & 4.


Zones Tested:03
Lounge Detector

Zones Tested:04
Hallway Detector


- 4 The display scrolls the tested zones.
Repeat step 3 to test further zones.
When finished press **0** to exit the menu.

User Menu:--
01: Stay Arm 1


- 5 Enter **99*** or **0** to exit the user menu.



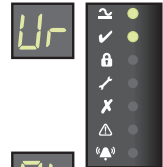
Test Bell & Outputs - 12*

This option allows the bell, strobe and any outputs that have the “User Test” attribute to be switched on and off so that the devices connected to them may be tested. Normally the bell and strobe outputs are connected to an external sounder unit.

To test the bell and strobe, please proceed as follows:

1 Enter your access code **???**.

User Menu:--
12: Test Bell



2 Enter **12*** to select Bell Test

Output Test 1-4:



3 Use the following keys to toggle output:
1 = Bell Output
2 = Strobe Output
3 = User Test Outputs
4 = Alarm Sounder
 e.g. Enter 1234 to select all.

Output Test 1-4:
Bell Active

Output Test 1-4:
Strobe Active

Output Test 1-4:
User Test Active

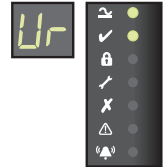
Output Test 1-4:
User Test Active



4 Repeat step 3 to toggle outputs on or off. When finished press **0** to exit the menu.

User Menu:--
01: Stay Arm 1

5 Enter **99*** or **0** to exit the user menu.



Only the outputs that have been programmed by your installer are activated during the “User Test Outputs” option.

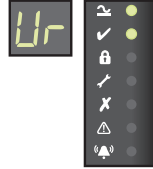
Do Test Call 13*

Selecting this option will cause the on-board communicator to send a test call to the alarm receiving centre.

To send a test call, please proceed as follows:

1 — Enter your access code **???**.

```
User Menu:--  
13: Do Test Call
```



2 — Enter **13*** to send a Test Call

3 — The onboard communicator will now send a test transmission to your alarm receiving centre.

```
User Menu:--  
01: Stay Arm 1
```



4 — Enter **99*** or **0** to exit the user menu.

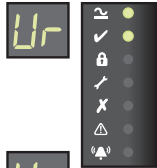
View Event Log 2 1 *

The system has a 250 event log which records all user activity, alarms and faults. Each event is time and date stamped. This option allows you to review the recorded events.

To view the system event log, please proceed as follows:

1 Enter your access code ? ? ? ?.

User Menu:--
Z1: View Log



2 Enter 2 1 * to View Log.

User 01 Mike
07:35.59 28/04



3 Use the following keys to:
* = Go backwards
= Go forwards
e.g. Press * to go back one event.

System Disarmed
07:35.59 28/04



4 Repeat step 3 to navigate through the log.
When finished press 0 to exit the menu.

User Menu:--
01: Stay Arm 1



5 Enter 9 9 * or 0 to exit the user menu.

Log Event Codes and Descriptions

LCD	LED	Description
Intruder Alarm ??	IA ??	Intruder alarm activated by zone ??.
Intruder Restore ??	Ir ??	Intruder zone ?? restore.
Perimeter Alarm ??	PEA ??	Perimeter alarm activated by zone ??.
Perimeter Restore ??	PEr ??	Perimeter zone ?? restore.
24Hr Alarm ??	24HrA ??	24 hour alarm activated by zone ??.
24Hr Restore ??	24Hrr ??	24 hour zone ?? restore.
Entry Alarm ??	EA ??	Entry alarm activated by zone ??.
Entry Restore ??	Er ??	Entry zone ?? restore.

LCD	LED	Description
Warning Alarm ??	WA PP	Warning alarm activated by zone ??.
Warning Restore ??	Wr PP	Warning zone ?? restore.
Medical Alarm ??	MA PP	Medical alarm activated by zone ??.
Medical Restore ??	Mr PP	Medical zone ?? restore.
Fire Alarm ??	FA PP	Fire alarm activated by zone ??.
Fire Restore ??	Fr PP	Fire zone ?? restore.
PA Alarm ??	PA PP	Panic alarm activated by zone ??.
PA Restore ??	Pr PP	Panic alarm zone ?? restore.
PA Silent Alarm ??	PSA PP	Silent panic alarm activated by zone ??.
PA Silent Restore ??	PSr PP	Silent panic alarm ?? restore.
Aux Alarm ??	AUA PP	Auxiliary alarm activated by zone ??.
Aux Restore ??	AUr PP	Auxiliary zone ?? restore.
Monitor Alarm ??	MA PP	Monitor alarm activated by zone ??.
Monitor Restore ??	Mr PP	Monitor zone ?? restore.
Zone ?? Bypassed	bY PP	Zone ?? bypassed.
Zone ?? Unbypassed	Uby PP	Zone ?? unbypassed.
Tamper ?? Alarm	tA PP	Tamper alarm activated by zone ??.
Tamper ?? Restore	tr PP	Tamper zone ?? restore.
Zone ?? Fault Alarm	FLtA PP	Fault alarm activated by zone ??.
Zone ?? Fault Restore	FLtr PP	Fault on zone ?? has restored.
Zone ?? Mask Alarm	MA PP	Mask alarm activated by zone ??.
Zone ?? Mask Restore	Mr PP	Mask alarm on zone ?? has restored.
Low Bat.Alarm ??	Lb PP	Low battery alarm from wireless device on zone ??.
Low Bat.Restore ??	Lr PP	Low battery alarm on zone ?? has restored.
Bypass Active ??	bYA PP	Group bypass activated by zone ??.
Bypass Restore ??	bYr PP	Group bypass by zone ?? has restored.
Keyswitch Active ??	SA PP	Keyswitch connected to zone ?? is active.
Keyswitch Restore ??	Sr PP	Keyswitch connected to zone ?? has restored.
Alarm Active	AA	Intruder Alarm is active.
Bells Active	bA	Bell output is active.
Re-arm Lockout	rL	Re-arm lockout has occurred and no more alarm can be generated for the armed period.
Confirmed Alarm	CA	Confirmed alarm generated (two different zones activated).
Remote Access ??	rA PP	Remote access via PC number ??.
User ??	Ur PP	User access by user ??.

LCD	LED	Description
Duress ??	<i>dr PP</i>	Duress alarm by user ??.
User Ta9 ??	<i>Ut PP</i>	User ?? proximity tag access.
User ?? Lockout	<i>UL PP</i>	User ?? has been locked out from using the system.
User Ta9 ?? Lockout	<i>tL PP</i>	User ?? proximity tag has been locked out from using the system.
Code Tamper ?	<i>Ct P</i>	Code tamper (invalid code) generated at keypad ?.
Exit Started ??	<i>ESU PP</i>	Exit mode started by user ??.
Exit Started Timer ?	<i>ESt PP</i>	Exit mode started by control timer ?.
Exit Started Zone ??	<i>ESC PP</i>	Exit mode started by zone ??.
Exit Stopped	<i>ES</i>	Exit mode stopped.
Exit Failed #??	<i>EF PP</i>	Exit mode failed by zone ??.
Entry Started ??	<i>En PP</i>	Entry mode started by zone ??.
Entry Timeout	<i>Et</i>	Entry timeout alarm.
System Armed	<i>SA</i>	System armed.
System Disarmed	<i>SD</i>	System disarmed.
Stay Armed #?	<i>S P</i>	Stay armed #? (? = 1, 2 or 3).
Arm Failed #?	<i>AF P</i>	Arming failed.
Armed With ATS Fault	<i>AU</i>	The system was armed with an Alarm Transmission System (ATS) fault.
Auto Armed	<i>AA</i>	The system was automatically armed.
Auto Disarmed	<i>Ad</i>	The system was automatically disarmed.
Remote Armed	<i>rA</i>	The system was automatically armed remotely.
Remote Disarmed	<i>rd</i>	The system was automatically disarmed remotely.
System Power Up	<i>SU</i>	The system was powered up.
AC Failed	<i>ACOFF</i>	The mains ac supply has been switched off.
AC Restore	<i>ACOn</i>	The mains ac supply has been restored.
Battery Fault #?	<i>bF</i>	Battery fault #? (1: Presence Fail; 2: Load Test Fail).
Battery Restore	<i>br</i>	Battery fault restored.
Low Battery Alarm	<i>Lb</i>	The system standby battery voltage is low (The system is running on battery only).
Time/Date Changed	<i>td</i>	The system time and date has been changed.
Engineer on site	<i>EnOn</i>	The engineer access code has been entered.
Engineer off site	<i>EnOF</i>	The engineer has logged off.
Bell Fuse Alarm	<i>bFAL</i>	The bell fuse has gone open circuit (electronic fuse).
Bell Fuse Restore	<i>bFAR</i>	The bell fuse has restored.
Aux Fuse Alarm	<i>AFAL</i>	The auxiliary 12V fuse has gone open circuit (electronic

LCD	LED	Description
		fuse).
Aux Fuse Restore	<i>AFAR</i>	The auxiliary 12V fuse has restored.
Battery Fuse Alarm	<i>bFAL P</i>	The battery fuse has gone open circuit (electronic fuse).
Battery Fuse Restore	<i>bFAR</i>	The battery fuse has restored.
Box Tamper Alarm	<i>btAL</i>	The control panel box tamper has been activated.
Box Tamper Restore	<i>btAR</i>	The control panel box tamper has restored.
Keypad ? Tamper	<i>rtAL P</i>	Keypad ? box tamper has been activated.
Keypad ? Tamp Rest	<i>rtAR P</i>	Keypad ? box tamper has restored.
Device ?? Lost	<i>rL P</i>	Device ?? on network lost.
Device ?? Found	<i>rF P</i>	Device ?? on network found.
Walktest Started	<i>tS</i>	User walk test mode started.
Walktest Ended	<i>tE</i>	User walk test mode ended.
Bell Test Started	<i>btS</i>	User bell test started.
Bell Test Ended	<i>btE</i>	User bell test ended.
Auto Test Call	<i>AtC</i>	An automatic test call was sent to the Alarm Receiving Centre (ARC).
Manual Test Call	<i>tC</i>	A manual (user) test call was sent to the Alarm Receiving Centre (ARC).
Timer ? On	<i>[t P On</i>	Control Timer ? is on.
Timer ? Off	<i>[t P OFF</i>	Control Timer ? is off.
Zone Test ?? Days	<i>tS PP</i>	Zone soak test has started and will run for ?? days.
Zone ?? Test Fail	<i>tF PP</i>	Zone ?? has failed whilst on test.
First Knock ??	<i>Fn PP</i>	First activation from zone ?. The zone has the "Double Knock" attribute.
Alarm Aborted	<i>AA</i>	The user has disarmed the system within the abort delay period.
Bell Tamper Alarm	<i>btAL</i>	The bell tamper alarm has been activated.
Bell Tamper Restore	<i>btAR</i>	The bell tamper has restored.
ATS Fault	<i>AtSF</i>	The Alarm Transmission System (ATS) has detected a fault with the telephone line.
ATS Restored	<i>AtSr</i>	The ATS Fault has restored.
Keypad PA ?	<i>rP P A</i>	A panic alarm was generated at keypad ? by pressing keys 7 and 9.
Keypad Fire ?	<i>rF P A</i>	A fire alarm was generated at keypad ? by pressing keys 1 and 3.
Keypad Medical ?	<i>rd P A</i>	A medical alarm was generated at keypad ? by pressing keys 4 and 6.
Output ? Fault	<i>DPF P</i>	The system has detected a fault on panel output ?.

LCD	LED	Description
Output ? Restore	OPr P	The fault on panel output ? has restored.
Cleaner On-Site ??	CLoS	Cleaner user number ?? is on-site (Cleaner zones are bypassed).
Cleaner Off-Site ??	CLoS	Cleaner user number ?? is off-site (Cleaner zones are un-bypassed).
Com Module Alarm	CPA	The communication module has been disconnected/lost from com port ?
Com Module Restore	CPr	The communication module has been connected/found from com port ?
Zone ?? Count Alarm	PPCA	Zone ?? has reached the "Count Logging" threshold.

Print Event Log 22*

If the installer has connected a printer or interfaced the system to a host computer, you can use this option to send the contents of the event log to the printer or computer.

To print the system event log, please proceed as follows:

1 — Enter your access code ????.

```
User Menu:--
ZZ: Print Lo9
```

2 — Enter 22* to Print Event Log

3 — The event log is now sent to the printer or host computer.

```
User Menu:--
01: Stay Arm 1
```

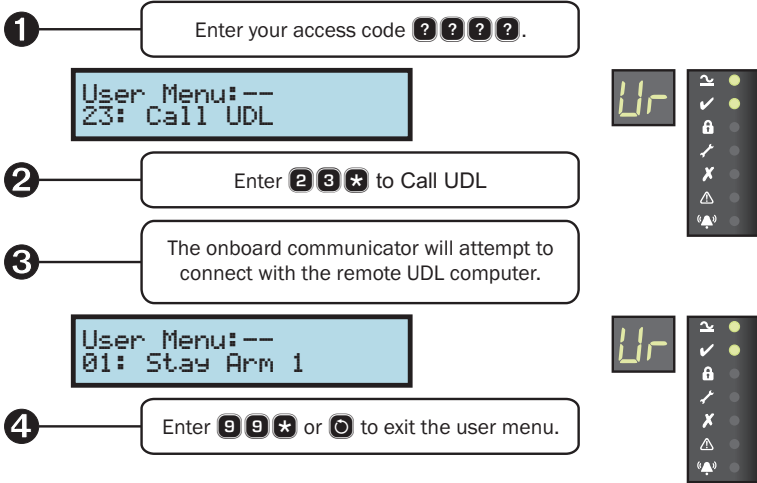
4 — Enter 99* or 0 to exit the user menu.



Call UDL **23***

This option will cause the on-board communicator to dial the remote computer modem to establish a remote connection. Once connected, the remote up/download (UDL) computer can access your alarm system for diagnostics and programming.

To call the remote UDL computer, please proceed as follows:



The remote computer must be setup so that it is ready to receive the call. Only select this option when instructed to do so by the remote computer operator.

Chime on/off



This option allows the chime feature to be turned on and off. If the chime feature is on then any zone that is activated will cause the system to generate a chime response according to how the zone is programmed, see page 27 for programming “Zone Chime”.

To turn chime on or off, please proceed as follows:

1 — Enter your access code **???**.

```
User Menu:--  
24: Chime on/off
```



2 — Enter **24*** to toggle chime on or off

3 — A chime tone indicates that chime has been turn on. An acceptance tone indicates that chime has been turn off.

```
User Menu:--  
01: Stay Arm 1
```





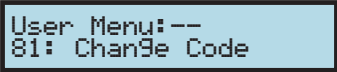
4 — Enter **99*** or **0** to exit the user menu.



Change Code **8 1 ***



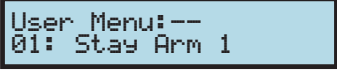
This option allows you to change your own access code. Your access code can be 4, 5 or 6 digits in length.

To change your own access coder, please proceed as follows:

- 1** — Enter your access code **????**.


- 2** — Enter **8 1 *** to Change Code.


- 3** — Enter new code 4, 5 or 6 digits, then press *****.


- 4** — Enter **9 9 *** or **0** to exit the user menu.



If the remote keypad generates an error tone after pressing the ***** key at step 3, then the access code cannot be used. Simply repeat the procedure from step 2 but use an alternative access code at step 3.

Program Mode **9 1 ***

This option selects the user programming mode. This option is only available to the master user. Please refer to the next section for full details on user programming options.

View Zone Status **9 2 ***

This option selects allows you view the real time status and activity count of each detection zone. The table below shows the possible status for a zone:

Status	Description
Healthy	Detector is healthy
Active	Detector is active, e.g., door open or movement detected
Tamper	Detector cover has been removed or cable has been cut
Shorted	Cable to detector is short circuit
Not Fitted	The zone not in available

1

Enter your access code **?? ??**.

User Menu:--
01: Stay Arm

Ur

2

Enter **9 2 *** to View Zone Status

Zone 01 Healthy
Front Door

01 = H

3

Press **#** to view next zone.
Press ***** to view previous zone.
Press **□** to toggle status/count.
Press **0 - 9** to select the zone.
e.g., press 5 to select zone 5.

Zone 05 Active
Office PIR Detector

05 = A

4

Press **○** to exit the View Zone Status mode.

User Menu:--
01: Stay Arm

Ur

5

Enter **9 9 *** or press **○** twice to exit the user menu.

Exit Menu **9 9 ***

This option exits the user or programming menus and returns the system to the normal disarmed state.

3. User Programming Menu

Introduction

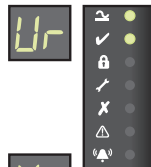
The master user has access to the user programming menu. The user programming menu is used to access the more advance features of your system. The table below shows the menu options that are available:

No	Option	Page
1601 to 1620	Zone 01 to 20 Chime Options	27
3601 to 3603	Stay Arm 1 to 3 Banner Text	27
7311 to 7314	Speech Dialler Channels 1 to 4 Telephone Number 1	29
7321 to 7324	Speech Dialler Channels 1 to 4 Telephone Number 2	29
8101 to 8110	Users 01 to 10 Access Code	30
8201 to 8210	Users 01 to 10 User Type	31
8301 to 8310	Users 01 to 10 User Locked By	33
8401 to 8410	Users 01 to 10 User Name	34
9001 to 9006	Time & Date (Hours, Mins, Secs, Day, Month & Year)	35

To access the user programming menu, please proceed as follows:

1 Enter the master access code **????**.

User Menu:--
91: Program Mode



2 Enter **91*** to select User Programming

User Menu:--
Option:----

3 Enter a four digit menu option **????**.

Text Entry (LCD Only)

Some programming options such as user names and banner text require text to be entered. These options should be selected when using the LCD remote keypad. The text is entered in the same way as entering text on a mobile telephone. Each key is mapped to one or more letters. Pressing a key will select the first letter, pressing it again will select the next etc. The table below shows the keys to use and the characters that are assigned to them:

Key	Characters									
1	1									
2	A	B	C	2	A	b	c			
3	D	E	F	3	D	e	F			
4	G	H	I	4	G	h	i			
5	J	K	L	5	J	k	l			
6	M	N	O	6	M	n	o			
7	P	Q	R	S	7	p	q	r	s	
8	T	U	V	8	T	u	v			
9	W	X	Y	Z	9	w	x	y	z	
0	-	0	.	-	()	#			
ⓧ	Clear all characters									

Chime Zones

Each zone can be assigned a chime option from the table below:

No	Option	System Response
0	Off	No tone generated.
1	Tone 1	A single "Bing-Bong" tone is generated.
2	Tone 2	A double "Bing-Bong" tone is generated.
3	Tone 3	A triple "Bing-Bong" tone is generated.
4	Voice	The zone is announced from the loudspeaker, e.g., "Zone 2".

When the zone is activated during the disarmed mode, it generates a response according to table above. The Chime feature can also be globally turned on and off, see page 22.

To program the Chime Zones, please proceed as follows:

- 1** — Ensure that User Program Mode is selected.

User Menu:--
 Option:----

Ur

- 2** — Enter option number:
1 6 2 ?: Where ?? is zone 01 to 20
 Then press ***** to edit.
 e.g. Enter 1605* for Zone 05 Chime options.

Zone 05 Chime
 Off

16 05 =0

- 3** — Enter new option **0** to **5** or press **↔** to scroll through options (LCD Only),
 e.g. Press 4 for Voice.

Zone 05 Chime
 Voice

16 05 =5

...

- 4** — Press ***** to accept and return to step **3**.
 Press **○** to cancel and return to step **2**.
 Press **#** to accept and move to next option.

Stay Arm Banner Text

The “Stay Arm Banners” are shown on the top line of the LCD remote keypads when the system has been armed in the relevant stay mode. The banners can be personalised to show text that is more relevant to your system, e.g. “Garage Only” instead of “Stay Arm 2”.

To program the Stay Arm Banner Text, please proceed as follows:

1 — Ensure that User Program Mode is selected.

```
User Menu:--  
Option:----
```

2 — Enter option number:
3 6 0 1: Stay Arm 1 Banner
3 6 0 2: Stay Arm 2 Banner
3 6 0 3: Stay Arm 3 Banner
Then press * to edit.
e.g. Enter 3602* for Stay Arm 2 Banner.

```
Stay 2 Text:  
tay Arm 2
```

3 — Use text editing keys to enter text,
e.g. “Garage Only”.

```
Stay 2 Text:  
Gara9e Only
```

4 — Press * to accept and return to step 3.
Press C to cancel and return to step 2.
Press # to accept and move to next option.

Speech Dialler Telephone Numbers

The onboard communicator also features a 4 channel speech dialler which can be used to call landline or mobile telephones to play a recorded voice message. Each channel can have two telephone numbers assigned. When the channel is triggered the onboard communicator will dial the number specified by the dial sequence and play the voice message associated with the channel for up to 1 minute. Pressing the [#] key on the telephone handset acknowledges the call and stops the dial sequence, pressing any other key also acknowledges the call, but the dial sequence will continues with next number.

To program the Speech Dialler Telephone Numbers, please proceed as follows:

- 1 Ensure that User Program Mode is selected.

```
User Menu:--
Option:----
```



- 2

Enter option number:

7	3	1	1	: Channel 1 - Tel No. 1
7	3	1	2	: Channel 2 - Tel No. 1
7	3	1	3	: Channel 3 - Tel No. 1
7	3	1	4	: Channel 4 - Tel No. 1
7	3	2	1	: Channel 1 - Tel No. 2
7	3	2	2	: Channel 2 - Tel No. 2
7	3	2	3	: Channel 3 - Tel No. 2
7	3	2	4	: Channel 4 - Tel No. 2

Then press * to edit.
e.g. Enter 7321* for Channel 1 Tel No 2.

```
Channel 1 Tel No.2:
█
```



- 3 Enter telephone number, e.g. "012355667788".

```
Channel 1 Tel No.2:
012355667788█
```



- 4

Press * to accept and return to step 3.
Press C to cancel and return to step 2.
Press # to accept and move to next option.



The speech dialler feature must be enabled and configured by your installer. Each channel will be assigned to an event type, e.g. channel 1 could be assigned to the "Fire Alarm" event and channel 2 to the "Intruder Alarm" event.

User Setup

This section covers programming of the system users. The EC-P10 has a total of 11 users:

- ▶ User 00 is the “Engineer” which cannot be selected or changed by the master user.
- ▶ User 01 is the “Master” user which has a default code of 5678.
- ▶ Users 02 to 10 can be programmed to any user type and default to “Not in Use”.

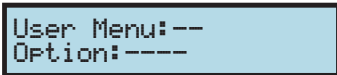
When setting up a new user for the system the user must be assigned an access code, user type, and optionally a time lock and name.

User Access Code

Each user must be assigned an access code in order to operate the system; access codes may be 4, 5 or 6 digits in length.

To program a User Access Code, please proceed as follows:

- 1 — Ensure that User Program Mode is selected.

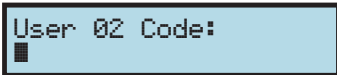


User Menu:--
Option:----



Ur

- 2 — Enter option number:
8 1 ? ? : Where ?? is user 01 to 10
Then press * to edit.
e.g. Enter 8102* for User 02.

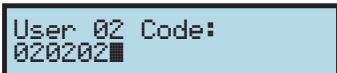


User 02 Code:
█



8102

- 3 — Enter new access code,
e.g. “020202”.



User 02 Code:
020202█



8102-020

...

- 4 — Press * to accept and return to step 3.
Press C to cancel and return to step 2.
Press # to accept and move to next option.



If the remote keypad generates an error tone after pressing the * or # key at step 3, then the access code cannot be used. Simply repeat the procedure from step 2 but use an alternative access code at step 3.

User Type

The user type defines the level of access the user has in order to operate and program the system. User 00 (Engineer) and User 01 (Master) types cannot be changed. Users 02 through to 10 can be assigned to user types 3 to 9 as shown in the table below:

No	Type & Description
0	Not in Use The selected user is not in use.
1	Engineer The selected user is an engineer and can access all options within the engineer's program menu. This type can only be selected by the engineer.
2	Technician The selected user is a Technician and can access all options except the onboard communication options within the engineer's program menu. This type can only be selected by the engineer.
3	Master The selected user is a Master user and can access all options within the user menu and program new users.
4	Manager The selected user is a Manager user and can access all options within the user menu.
5	Standard The selected user is a Standard user and can access the following options from the user menu: "Away Arm", "Stay Arm 1/2/3", "Do walk Test" and "Change Code".
6	Cleaner The selected user is a Cleaner and can access the following options from the user menu: "Away Arm" and "Stay Arm 1/2/3". The cleaner code can only disarm the system if the cleaner code was used to arm the system. If the system was armed by another user type and a cleaner code is entered whilst the system is armed or during the entry procedure, the zones that have the "Cleaner" attribute are bypassed and the entry procedure is cancelled. When the cleaner is ready to leave the premises, entering their code will start the exit procedure and at the end of the exit procedure the "Cleaner" zones are reinstated.
7	Arm Only The selected user is an Arm Only user and can only access the arming options within the user menu
8	Duress The selected user is a Duress user and operates the same as a standard user, however, on entering the access code a silent duress alarm is generated and if programmed, the event is signalled to alarm receiving centre.
9	Access Control The selected user is an Access Control user and on entering the access code the relevant "User Access" and "Door Access" output is activated.

To program a User Type, please proceed as follows:

1 — Ensure that User Program Mode is selected.

```
User Menu:--  
Option:----
```

2 — Enter option number:
8 2 ? ? : Where ?? is user 01 to 10
Then press * to edit.
e.g. Enter 8202* for User 02 Type.

```
User 02 Type:  
Standard
```

3 — Enter new type 3 to 9 or press <right> to scroll through options (LCD Only), e.g. Press 4 for Manager.

```
User 02 Type:  
Manager
```

...

4 — Press * to accept and return to step 3.
Press <left> to cancel and return to step 2.
Press # to accept and move to next option.

User Locked By

The user access can be locked out by the use of a “Link Controlled” output. This is a special software controlled output that is configured by your installer. The “Link Control” output can be configured to switch on by various link input conditions, e.g., “Link Control 01” could be programmed to operate when Control Timer 2 is active. This means that the user access code is disabled when the selected “Link Control” output is on and can be used for locking out selected users for particular conditions, e.g. you may want to prevent a user from accessing the system over the weekend.

To program a User Lock, please proceed as follows:

- 1** — Ensure that User Program Mode is selected.

```
User Menu:--
Option:----
```

Ur

- 2** — Enter option number:
8 3 ? ?: Where ?? is user 01 to 10
 Then press ***** to edit.
 e.g. Enter 8302* for User 02 Lock.

```
User 02 Locked By:
000
```

83 02 = 0

- 3** — Enter Link Control number,
 e.g. Enter 01 to lock user by Link Control 01.

```
User 02 Locked By:
001
```

83 02 = 1

- 4** — Press ***** to accept and return to step **3**.
 Press **0** to cancel and return to step **2**.
 Press **#** to accept and move to next option.



Your installer will configure the actual function for each Link Control.

Link	Function

User Name

Each user can be assigned an 8 character label that is displayed on LCD remote keypads when viewing the system event log.

To program a User Name, please proceed as follows:

- 1 — Ensure that User Program Mode is selected.

```
User Menu:--
Option:----
```

- 2 — Enter option number:
8 4 ? ? : Where ?? is user 01 to 10
Then press * to edit.
e.g. Enter 8402* for User 02 Type.

```
User 02 Name:
█
```

- 3 — Use text editing keys to enter text,
e.g. "Michael" Only.

```
User 02 Name:
Michael█
```

- 4 — Press * to accept and return to step 3.
Press C to cancel and return to step 2.
Press # to accept and move to next option.

Time and Date

The system has a real time clock that must be programmed so that the time and date is recorded correctly in the system event log. The time and date is also displayed on the bottom line of the LCD keypad. If the system loses all power, the time and date is maintained for approximately 2 days.

To program the Time and Date, please proceed as follows:

1 — Ensure that User Program Mode is selected.

```
User Menu:--
Option:----
```



2 —

Enter option number:

- 9 0 0 1 : Hours
- 9 0 0 2 : Minutes
- 9 0 0 3 : Seconds
- 9 0 0 4 : Day
- 9 0 0 5 : Month
- 9 0 0 6 : Year

Then press * to edit.
e.g. Enter 9001* for Hours.

```
Set Hours
  23
```



3 — Enter new value,
e.g. Enter 17 for 5pm .

```
Set Hours
  17
```



...

4 —

- Press * to accept and return to step 3.
- Press 0 to cancel and return to step 2.
- Press # to accept and move to next option.



When programming the time and date it is easier to start at option 9001 (hours), then use the # key at step 4 to move to the next option.

4. Touch-Tone Remote Control

Introduction

The EC-P10 onboard communicator can be used to remotely control your alarm via any touch-tone telephone. Once the call is answered by the control panel you will be assisted by voice prompts to enter your normal access code, if the code is accepted a voice prompted menu is played to you. From the main menu you can arm and disarm the system and turn outputs on and off.

Remote Control Menu

Function	Touch-Tone Command
Away Arm	* 1 #
Stay Arm (1)	* 2 #
Disarm	* 0 #
Playback Speech Messages	* 7 ? # (? = 1 to 4)
Record Speech Messages	* 8 ? # (? = 1 to 4)
Turn Remote Control Outputs On or Off	* 9 ? # (? = 1 to 5)
Play main menu	* #
End Call	* 9 9 #

Remote Access

To gain remote access to your alarm system, please proceed as follows:

1. From any touch-tone telephone, first dial the number of your premises. If your premises have more than one line, be sure to call the number of the line on which your EC-P10 control panel has been installed. After a single ring, hang up, wait 10 seconds, and call again. On the second call, the system will answer after one or two rings and announce:
“Enter passcode.”
2. Enter your normal access code within 5 seconds or the system will attempt to answer the call in modem mode (you will hear a high pitched tone). The system will then prompt the current status:
“System Disarmed” or ***“System Armed”*** or ***“System Stay Armed”***
3. The main menu is prompted:
“Press 1 to away arm, press 2 to stay arm, press * to hear again.”
4. Enter the function command (see remote control menu).
5. To end the remote access session, enter * 9 9 # on your touch-tone phone.

Away Arm

To away arm your alarm system from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.
2. After the main menu has finished playing, enter ***1#** on your touch-tone phone. The system will prompt:

“Exit started.”

3. The main menu is prompted:

“System armed, press 0 to disarm, press * to hear again.”

4. To end the remote access session, enter ***999#** on your touch-tone phone.

Stay Arm

To stay arm your alarm system from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.
2. After the main menu has finished playing, enter ***2#** on your touch-tone phone. The system will prompt:

“Exit started.”

3. The main menu is prompted:

“System stay armed, press 0 to disarm, press * to hear again.”

4. To end the remote access session, enter ***999#** on your touch-tone phone.

Disarm

To disarm your alarm system from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.
2. After the main menu has finished playing, enter ***0#** on your touch-tone phone. The system will prompt:

“System Disarmed.”

3. The main menu is prompted:

“Press 1 to arm, press 2 to stay arm, press * to hear again.”

4. To end the remote access session, enter ***999#** on your touch-tone phone.

Turn Remote Controlled Outputs On and Off

The EC-P10 security system has 5 remote controlled outputs that can be switched on and off when the system is remotely accessed via a touch-tone telephone. Your installer will normally connect one or more of the remote controlled outputs to control lighting etc.

To turn on or off the remote controlled outputs from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.

2. After the main menu has finished playing, enter *9?# (where ? is 1 to 5) on your touch-tone phone. The system will prompt you with the current output status:
“Output ? Off.”
3. To switch the output to the opposite state, enter *9?# (where ? is 1 to 5) on your touch-tone phone. The system will prompt you with the new output status:
“Output ? On.”
4. Repeat steps 2 and 3 for other outputs or enter *# to play the main menu.
5. To end the remote access session, enter *99# on your touch-tone phone.

No	Remote Control Function
1	
2	
3	
4	
5	

Record and Playback Speech Messages

The four speech dialler messages can be recorded and played back, providing the system is remotely accessed with either user 00 (engineer) or user 01 (master).

To playback a speech dialler message from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.
2. After the main menu has finished playing, enter *7?# (where ? is 1 to 4) on your touch-tone phone. The selected message is played back over the telephone.
3. Repeat step 2 for other messages or enter *# to play the main menu.
4. To end the remote access session, enter *99# on your touch-tone phone.

To record a speech dialler message from a remote location, please proceed as follows:

1. Access your alarm system as described in the “Remote Access” section.
2. After the main menu has finished playing, enter *8?# (where ? is 1 to 4) on your touch-tone phone. Speak loud and clear the message you want to record, when finished press the # key.
3. Repeat step 2 for other messages or enter *# to play the main menu.
4. To end the remote access session, enter *99# on your touch-tone phone.

5. Fire Safety and System Maintenance

Fire Safety

Household Fire Safety Audit

Most fires occur in the home. To minimise the risk of fire, it is recommended that a household safety audit is conducted and a fire escape plan is developed.

- ▶ Are all electrical appliances and outlets in a safe condition? Check for frayed power leads, overloaded lighting circuits, etc. If you are uncertain about the condition of your electrical appliances or household service, have a professional evaluate these units.
- ▶ Are all flammable liquids stored safely in closed containers in a well ventilated cool area? Cleaning with flammable liquids should be avoided.
- ▶ Are fire hazardous materials (matches and lighters) well out of reach of children?
- ▶ Are heating boilers and wood burning appliances properly installed, clean and in good working order? Have a professional evaluate these appliances.

Fire Escape Planning

There is often very little time between the detection of a fire and the time it becomes deadly. It is therefore very important that a family escape plan be developed and rehearsed.

Every family member should participate in developing the escape plan.

Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.

Escape from a bedroom must be possible without opening the interior door. Consider the following when making your escape plans:

- ▶ Make sure that all perimeter doors and windows are easily opened. Ensure that they are not painted shut and that their locking mechanisms operate smoothly.
- ▶ If opening or using the exit is too difficult for children, the elderly or handicapped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.
- ▶ If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use.
- ▶ Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.
- ▶ Each person should know of a predetermined assembly point where everyone can be accounted for i.e. across the street or at a neighbour's house. Once everyone is out of the building, call the Fire Services.
- ▶ A good plan emphasises quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings or pets as this wastes valuable time. Once outside, do not re-enter the house. Wait for the Fire Services.

- ▶ Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone will know what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building's construction.
- ▶ Make sure your fire warning system is operational by conducting weekly tests. If you are unsure about system operation, contact your installer.
- ▶ We recommend that you contact your local fire department and request further information on fire safety and escape planning. If available, have your local fire prevention officer conduct an in-house fire safety inspection.


Fire Alarm Operation

When a fire alarm is detected, the system generates a distinctive fire alarm tone from the remote keypads and the external bell or siren is also pulsed on and off. The alarm is also transmitted to the Alarm Receiving Centre, if your installer has enabled this feature.

To silence the fire alarm condition, simply enter your access code.

Resetting Smoke Detectors

When a smoke detector is triggered it will normally remain in a latched alarm condition until it has been reset. If after a reset, it still detects smoke, the alarm sequence will sound as described above. If there is no smoke, the system will return to normal operation.

To reset smoke detectors, enter your access code then press the  key.



If you suspect that a fire alarm has been transmitted and that there is no fire condition, call the alarm receiving centre to avoid an unnecessary response. If a fire condition is apparent, follow your evacuation plan immediately.

System Maintenance

With normal use, the system requires little maintenance, other than that required by local regulations. The following points should be observed.

- ▶ Do not wash the security control panel, keypads and detectors with a wet cloth. A light dusting with a slightly moistened cloth should remove normal accumulations of dust.
- ▶ The control panel stand-by battery test is designed to determine the battery condition. We recommend, however, that the stand-by batteries are replaced every five years.
- ▶ For other system devices such as smoke detectors, passive infrared, ultrasonic or microwave motion detectors or glass-break detectors, consult the respective manufacturer's literature for testing and maintenance.

6. Installation Information

Remote Keypads

No	Location	Fire	Medical	Police	Quick Keys		
					Arm	Stay	Bypass
1							
2							
3							
4							

Users

No	Type	Name	No	Type	Name
01	Master		06		
02			07		
03			08		
04			09		
05			10		

Zones

No	Type	Location	Bypass	Chime	Stay Bypass
01					1 [] 2 [] 3 []
02					1 [] 2 [] 3 []
03					1 [] 2 [] 3 []
04					1 [] 2 [] 3 []
05					1 [] 2 [] 3 []
06					1 [] 2 [] 3 []
07					1 [] 2 [] 3 []
08					1 [] 2 [] 3 []
09					1 [] 2 [] 3 []
10					1 [] 2 [] 3 []
11					1 [] 2 [] 3 []
12					1 [] 2 [] 3 []
13					1 [] 2 [] 3 []
14					1 [] 2 [] 3 []
15					1 [] 2 [] 3 []
16					1 [] 2 [] 3 []
17					1 [] 2 [] 3 []
18					1 [] 2 [] 3 []

Installer Information

Installation Company:	
Address:	
Telephone (Normal):	
Telephone (Emergency):	
Email:	
Web Site:	
Notes	

Alarm Receiving Centre Information

Company:	
Address:	
Account Number:	
Telephone (Normal):	
Telephone (Emergency):	
Email:	
Web Site:	
Notes	

