

# **SECURITY SYSTEM** **MANUAL**



## **CONTACT NUMBERS:**

**Phase 3 Security**  
**403-783-2199**

Technical Difficulties, Account Updates, & Any Other Inquiries:

**Consolidated Monitoring**  
**1-800-232-7290**

False Alarms & Holiday Procedures

**[www.phase3security.com](http://www.phase3security.com)**

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***Holiday Updates** - when you will be away for any period of time it is very important to notify Phase 3 Security or Consolidated Monitoring so the necessary adjustments can be made to the contact list / call out procedure. This ensures a fast response to any alarm event. An online form is available at [www.phase3security.com](http://www.phase3security.com) /current customers / Holiday Updates-online form.*

# Keypad Display Symbols

## Indicator Lights

- ✓ **Ready** green indicator - system is ready for arming
- 🔒 **Armed** red indicator - system has been armed successfully
- ⚠️ **Trouble** system trouble is active, see Troubleshooting Guide Page 7-8
- 🔌 **AC Power** Indicates power is present at main panel. (Only if Programmed)

## Keypad Buttons

- \* Press to select function
- # Press to exit/return
- <> Indicates more information is available.  
Press either key to view
- > Press to advance display to the next function or message
- < Press to see previous function or message

**Emergency One Touch Buttons** – Must press with 2 fingers and hold left and right side of button. Hold for 2 seconds.



**Press & hold firmly to instantly signal a fire alarm to the monitoring company.**



**Press & hold firmly to instantly signal a panic alarm to the monitoring company.**





**Press & hold firmly for the alarm company to immediately dispatch police**





# Keypad User Sheet

- If the alarm is set off by accident enter your access code into the keypad to stop the alarm and call the alarm monitoring company at 1-800-232-7290 (Consolidated Monitoring) immediately.
- **ACCESS CODE** - 4 digit code used to arm/disarm the system.
- **PASSCODE** – 4 digit code (same as access code) **OR** a chosen password; used to identify yourself to the monitoring station in an alarm event.

**NOTES:**

- **The alarm system will not set if any zones are active. Close all doors and stop motion, the green indicator light should be on (✓).**

<u>Action</u>	<u>Instructions</u>
<p><b><u>1. Arm System – Away Button</u></b></p> 	<p><b>Press your [access code] and leave through the entry/exit door</b></p> <p style="text-align: center;"><b>OR</b></p> <p><b>Press &amp; hold the away button until the keypad beeps.</b></p> <p>→ You have 2 minutes (typical programmed time) to leave the premise. The keypad will beep during the exit delay time period.</p> <p>→ When disarming the system you have 30 seconds to enter your code in the keypad.</p>
<p><b><u>2. Stay Arm System – Stay Arm Button</u></b></p>  <p>→ Bypasses the interior protection and arms the perimeter of the system (doors/window)</p>	<p><b>Press your [access code] and do not leave the premise/open door</b></p> <p style="text-align: center;"><b>OR</b></p> <p><b>Press &amp; hold the stay arm button until the keypad beeps.</b></p> <p>→ Stay arm will disable the exit delay countdown beeps but the delay is still in effect.</p> <p>→ When the exit delay is over and the alarm is set the keypad indicator will display the armed indicator.</p>

<p><b><u>3. Disarm System</u></b></p>	<p><b>Press your [access code]</b>  → You have 60 seconds (typical programmed time to enter your code before the monitoring station will call the premise and begin alarm protocol.</p>
<p><b><u>4. Quick Exit – When Stay Armed</u></b></p> 	<p><b>Press &amp; hold the exit button until the keypad beeps and exit through the entry/exit door.</b>  → Use this function to leave premise stay armed when leaving the house.</p>
<p><b><u>5. Turn the Door Chime On/off – Chime Button</u></b></p> 	<p><b>Press &amp; hold the chime button until the keypad beeps</b>  → 3 fast beeps indicates the chime is on  → 1 long beep indicates the chime is off</p>
<p><b><u>6. Silence the Fire Alarm – (during a false alarm)</u></b></p>	<p><b>Press [#] and your [access code]</b>  → You have a 90 second delay to silence the keypad before the signal will be sent.  → Silencing the keypad will not silence your smoke detector.</p>
<p><b><u>7. View/Clear Memory</u></b></p>  Memory or System Indicator  Fire Indicator (will turn on in a fire alarm event)	<p>To view which sensor generated the alarm:  <b>Step 1: Press [*] [3]. The memory indicator light and sensor/zone number or word will flash.</b>  <b>Step 2: Press [#] to exit.</b>  <b>Step3: Arm &amp; disarm the system to clear the memory and the memory indicators will turn off.</b></p>
<p><b><u>8. Bypass A Zone</u></b>  → When you need to access a protected area or when a specified zone is out of service.</p>	<p><b>Step 1: Press [*] [1] [2 digit zone number] of zone you want to bypass.</b>  <b>Step 2: Press the [#] key to return to the main screen.</b>  → Must bypass the zone each time the system is armed.</p>

# Programming Access Codes

## Adding / Deleting Access Codes From The Keypad

- Users need to be added / deleted both manually in your keypad and with Phase 3 Security. You can call in any changes to 403-783-2199, or email [admin@phase3security.com](mailto:admin@phase3security.com).
- If the code you are trying to enter is the duplicate of any existing code already used in the keypad an error tone will sound and the original code you were attempting to change will be restored.
- The system must be disarmed while making changes
- Pressing the [#] key will exit out of programming and return the keypad to the main screen at any time.

## Keypad Instructions:

### To Add A New User / Access Code

Step 1: [\*]

Step 2: [5]

Step 3: [Master Code] – 4 digit code of user 40 / owner / manager

Step 4: [User Number] – 2 digits, ie 01, 02, or 03.... If you are unsure of the user number please contact Phase 3 Security.

Step 5: [new 4 digit access code]

Step 6: [#] [#]

Example: Add user 04 with access code 1234 & mastercode of 5678  
[\*] [5] [5678] [04] [1234] [#] [#]

### To Delete A User / Access Code

Step 1: [\*]

Step 2: [5]

Step 3: [Master Code] - 4 digit code of user 40 / owner / manager

Step 4: [User Number] – 2 digits, ie 01, 02, 03....If you are unsure of the user number please contact Phase 3 Security.

Step 5: [\*]

Step 6: [#] [#]

# Programming The Time & Date

- The time operates on a 24 hour clock.
- The time will need to be manually reset when the time changes due to daylight savings
- The new time may not be displayed for a few minutes afterwards!

## Keypad Instructions:

Step 1: **[\*]**

Step 2: **[6]**

Step 3: **[Master Code]** - 4 digit code of user 40/owner/manager

Step 4: **[1]**

Step 5: **[hh:mm:MM:DD:YY]**

**[hour / minute / month / day / year]**

Step 6: **[#] [#]**

Ex: Set time for 8:05am March 28, 2008 using mastercode of 5678  
**[\*] [6] [5678] [1] [08 05 03 28 08] [#][#]**

Ex: Set time for 1:26 pm May 2, 2008 using mastercode of 5678.  
**[\*] [6] [5678] [1] [13 26 05 02 08] [#][#]**



# Troubleshooting Guide

- The keypad will beep if troubles are present. The [#] key will silence the beeping; it will not repair the problem.
- **Step 1: Press [\*] 2 to view what the trouble is**  
**Step 2: The trouble light will flash a light on a specific number to indicate the problem or the screen will display a number.**
- Use the arrow keys [< >] to scroll, if there is more than one problem present it will scroll to the other occurring troubles.
- See the following chart to learn more on trouble conditions causes and instructions.

<u>Action</u>	<u>Instructions</u>
<b>1. <u>Service Required</u></b>	<p>→ Press 1 to determine the specific trouble. One of the following will display:</p> <ol style="list-style-type: none"> <li>1. Low Battery on Main Panel</li> <li>2. Bell Circuit Trouble</li> <li>3. General System Trouble</li> <li>4. General System Tamper</li> <li>5. General System Supervisory</li> <li>6. Not Applicable</li> <li>7. Low Battery in Wireless Device</li> <li>8. Loss of Date &amp; Time – Reprogram the date &amp; time as per instructions on page 6.</li> </ol>
<b>2. <u>AC Failure</u></b>	AC power is no longer being supplied to the control unit. Call for service.
<b>3. <u>Telephone Line Trouble</u></b>	Troubles with the phone line prevent your alarm system from communicating with the monitoring station. Call for service.

<b>4. <u>Failure to Communicate</u></b>	Your panel failed to communicate with the monitoring station. Call for service
<b>5. <u>Zone Fault (includes the fire zone)</u></b>	One of more of the zones has a problem that will prevent it from signalling an alarm. <b>→Press [5] to determine which zones are causing the trouble.</b> If you don't know the zone numbers for your system call Phase 3 Security. <b>→Wireless Devices</b> not communicating with the panel will also cause this trouble.
<b>6. <u>Zone Tamper</u></b>	<b>→Press [6] to view which zones have a tamper condition occurring.</b>
<b>7. <u>Wireless Device, Low Battery (Key Fob, Door, Motion etc)</u></b>	<b>→Press [7] once to view the wireless zones</b> <b>→Press [7] twice to view the handheld devices</b> <b>→Press[7] three times to view wireless keys</b>
<b>8. <u>Loss of System Time &amp; Date</u></b>	The internal clock is not set. Refer to Page 5 "Programming the Time & Date"

## Using Your Keyfob



Stay Arming - Press and hold for 2-3 seconds until red light appears. Will arm perimeter of home while interior zone remains inactive allowing you to stay in premise without setting off the alarm.



Away Arming - Press and hold for 2-3 seconds until red light appears. All zones will be armed.



Disarm - Press and hold for 2-3 seconds until red light appears to disarm your system.



Panic - Press and hold for 5-10 seconds until red light appears to notify the monitoring station of an emergency.

# Alarm Protocol

Different alarm events are handled in a different manner. For each event the alarm monitoring station will respond in the following ways:

**1 Hit Protocol – System is armed and 1 device (a door or motion detector) is violated.** The monitoring system will take the following course of action:

- Call the premise phone or verify through 2 way voice keypad – they will require a valid name and passcode.
- If there is no answer or they do not receive a valid name and passcode they will begin calling numbers on the keyholder list until they reach someone to send to the premise.
- All persons listed as keyholders should have a key to the premise.

**2 Hit Protocol – System is armed and 2 or more devices (any combinations of doors and motion detectors) are violated.** The monitoring station will take the following course of action:

- Call the premise phone or verify through 2 way voice keypad – they will require a valid name and passcode.
- If there is no answer or they do not receive a valid name and passcode they will dispatch the authorities and begin calling numbers on the keyholder list until they reach someone to meet the authorities.

**Smoke Detector / Heat Detector – These devices are active at all times & there is a 90 second delay between the detector being activated and the monitoring station taking action.** In the event of a smoke or heat alarm the monitoring station will take the following course of action:

- Call premise phone / verify through two voice keypad, if there is no answer to verify a false alarm, the fire department will be dispatched and the monitoring station will proceed to contact keyholders to meet the fire department on site.

**Panic Buttons – The panic button can activate the alarm whether the system is armed or disarmed.** The monitoring station will take the following course of action:

- No call to premise. The RCMP will be dispatched and the monitoring station will proceed to contact keyholders until they reach someone to meet RCMP on site.

**Flood Sensor & Temperature Sensors – These devices are active at all times.** The monitoring station will take the following course of action:

- Call the premise phone / verify through 2 way voice keypad. If they do not get an answer with a valid name / passcode they will begin calling keyholders on the callout list until someone is reached.

## **Accessing & Controlling Partitions**

An alarm system consisting of more than one partition splits your alarm system into two or more sections, arming and disarming each area separately while using only one phone line, therefore, operating it as one alarm not two.

→ To control one partition from the keypad of the other partition you will need to know the number which corresponds to the partition you are working with. Typically the house would pertain to partition 1 and the detached building or garage would pertain to partition 2. If you are unsure call Phase 3 Security.

**To access partition 2 from the keypad in partition 1**

**Step 1: Press & hold the [#] key & wait for the confirmation beep.**

**Step 2: Press & hold the [2] key & wait for the confirmation beep.**

**\* The keypad in partition 1 will now operate as the partition 2 keypad.**

NOTE: The same process can be done to access the partition 1 keypad from the keypad in partition 2.

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