

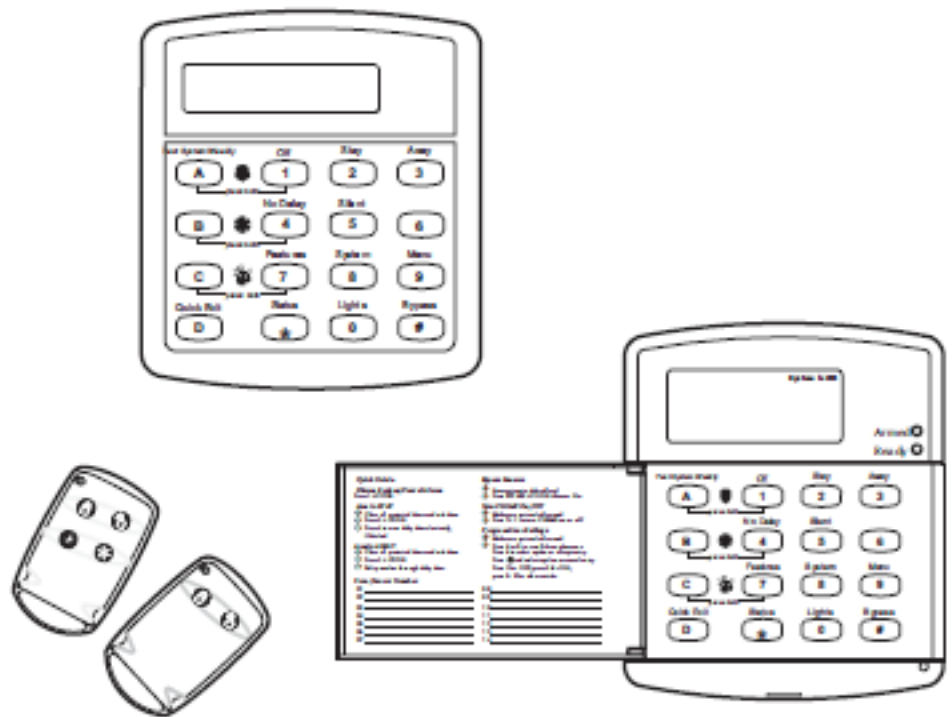


GE Security

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60-806
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Concord Express

User Instructions *Troubleshooting*

Trouble Beeps and Trouble Messages

Trouble beeps are a series of five short beeps, once a minute. When your system detects a problem, it lets you know by sounding trouble beeps from touchpads and sirens, and by trouble messages on touchpad displays.

Silencing Trouble Beeps

If possible, correct the situation which is causing the trouble beeps. If this is not possible, call for service. If the problem is not corrected, trouble beeps and messages start again 4 to 10 hours later.

To stop trouble beeps:

Perform a system status check by pressing *, on a touchpad, Change the arming level.

Frequently Asked Questions

Q. I can't arm my system.

A. Try the following:

- If arming to Level 2—STAY or Level 3—AWAY, make sure all monitored perimeter doors and windows are closed.
- Press, for a system status and for clues to the problem.
- Call your security dealer.

Q. I cannot bypass a sensor: my alphanumeric touchpad displays "INVALID" and my fixed display touchpad sounds a single, long beep.

A. Possible explanations include:

- The sensor you're trying to bypass may not be active in the current arming level. For example, an interior motion detector will not be active in Level 2—STAY.
- Some sensors can be bypassed only in certain levels. For example, motion sensors in Level 3—AWAY.
- You may be trying to bypass a 24-hour sensor that cannot be bypassed, such as a smoke detector.

Q. I can't arm my system to Level 3—AWAY.

A. If a delay door is open while you're trying to arm the system to Level 3, the system will arm to Level 2 instead. Close the delay door, arm the system to Level 3, then exit through a delay door.

Table 2. Causes of Trouble Beeps

Touchpad Feedback After Pressing *	Trouble Condition
AC POWER FAILURE	<p>The panel power transformer may be unplugged or there may be an AC power outage. If the transformer is plugged in, check the circuit breaker or fuse that controls that outlet.</p> <p>The backup battery will take over, but if AC power is not restored within 15 minutes, the system will alert you and the central monitoring station (if your system is monitored). It reports again when power is restored.</p>
LOW BATT	<p>The power in the emergency backup battery is low and must be recharged or replaced. If AC power is out, the security system may shut down once the battery is below the operating level. When AC power is restored, the panel will recharge the battery. If the trouble condition exists more than 24 hours after AC power is restored, call your security dealer for service.</p>
SENSOR SUPERVISORY	<p>There is a problem with how the sensor is communicating with the panel.</p> <ol style="list-style-type: none"> 1. Test the sensor as described in "Sensor Test." 2. If the sensor does not test OK, call your security dealer for service.
SENSOR TROUBLE	<p>A sensor may have an internal problem or a fire/smoke sensor may not have properly reset after activation, or the sensing chamber may be dirty or partially obstructed.</p> <ol style="list-style-type: none"> 1. Test the sensor as described in "Sensor Test." 2. If testing the sensor does not clear the trouble condition, call your security dealer for service.
SENSOR.XX LOW BATTERY	<p>A sensor has a low battery.</p> <ol style="list-style-type: none"> 1. Disarm the system. 2. Remove the sensor cover. If the battery is an Alkaline AAA or AA, change the battery(s). If the battery is any other type, call your security dealer for service.
SENSOR.XX TAMPER	<p>A sensor cover is off or open. Secure the cover and trip the sensor to clear the tamper condition.</p>
PHONE FAILURE TROUBLE	<p>The system can't communicate with the central monitoring station. The system tries to report to the central station three times before indicating Phone Failure Trouble, then makes five more reporting attempts.</p> <ol style="list-style-type: none"> 1. Make sure the panel is connected to the special phone jack installed by your security dealer. 2. Disconnect the panel from the special phone jack and check phones for dial tone. If you hear a dial tone, call your security dealer for service. If you don't hear dial from any phones, telephone service in your area may be out. <p>Phone Failure Trouble takes precedence over other system problems, so you must clear the Phone Failure message (by disarming the panel) before you're able to see other system messages.</p>
RECEIVER INTERFERENCE <i>or</i> RECEIVER FAILURE	<p>There is a receiver failure or receiver interference problem. Call your security dealer for service.</p>
MEMORY FAILURE <i>or</i> all text is lit on a fixed display touchpad	<p>There is a system memory failure. Call your security dealer for service.</p>