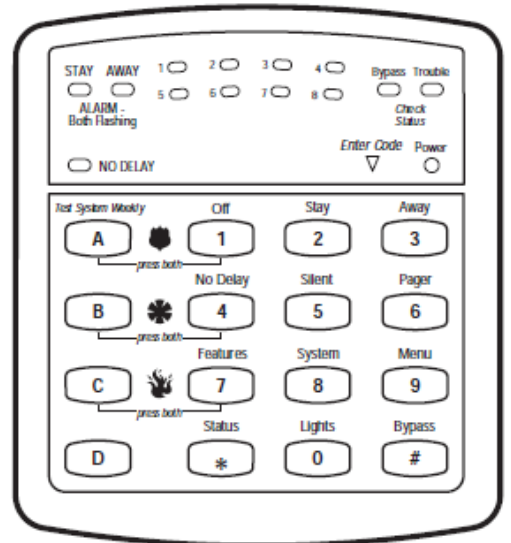
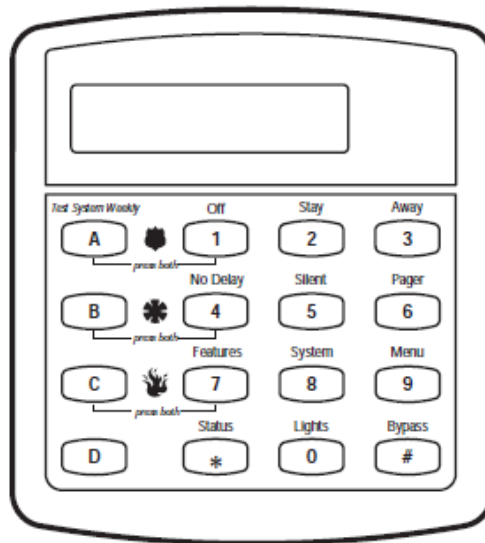


# CONCORD

## User's Guide

### Troubleshooting



## Trouble Beeps and Trouble Messages

When your system detects a problem, it lets you know by sounding trouble beeps from system touchpads and sirens, and by displaying trouble signals as messages on alphanumeric touchpads or flashing lights on LED touchpads. Trouble beeps are a series of five short beeps once a minute.

Table 4 lists the causes of trouble beeps, the visual display you can expect to see, and possible solutions for the trouble condition.

## 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 the STATUS button on a touchpad,
- if the system is equipped with a Phone Interface and Voice module, gain phone access and press # + \*, or change the arming level.

**Table 4. Causes of Trouble Beeps**

Touchpad Feedback After Pressing * Key	Trouble Condition
Alphanumeric touchpads display, "AC POWER FAILURE"	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. 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.
On LED touchpads: Trouble LED flashes	
Alphanumeric touchpads display, "SYSTEM BATTERY FAILURE"	The emergency backup battery has been drained and must be recharged or replaced. If AC power is out, the security system may shut down once the battery is drained. 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.
On LED touchpads: Trouble LED flashes	
Alphanumeric touchpads display, "SENSOR SUPERVISORY"	There is a problem with how the sensor is communicating with the panel. <ol style="list-style-type: none"><li>1. Test the sensor in Test Mode as described on page 33.</li><li>2. If the sensor does not test OK, call your security dealer for service.</li></ol>
On LED touchpads: Trouble LED flashes along with affected LED sensor number (if under sensor number 8)	

**Table 4. Causes of Trouble Beeps**

<b>Touchpad Feedback After Pressing  Key</b>	<b>Trouble Condition</b>
Alphanumeric touchpads display, "SENSOR TROUBLE"	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.
On LED touchpads: Trouble LED flashes along with affected LED sensor number (if under sensor number 8)	<ol style="list-style-type: none"> <li>1. Test the sensor in Test Mode as described on page 33.</li> <li>2. If testing the sensor does not clear the trouble condition, call your security dealer for service.</li> </ol>
Alphanumeric touchpads display, "LOW BATTERY"	A sensor has a low battery.
On LED touchpads: Trouble LED flashes along with affected LED sensor number (if under sensor number 8)	<ol style="list-style-type: none"> <li>1. Disarm the system.</li> <li>2. Remove the sensor cover. If the battery is an Alkaline AAA, change the battery. If the battery is any other type, call your security dealer for service.</li> </ol>
Alphanumeric touchpads display, "TAMPER"	A sensor cover is off or open. Secure the cover and trip the sensor to clear the tamper condition.
On LED touchpads: Trouble LED flashes along with affected sensor number LED (if under sensor number 8)	
Alphanumeric touchpads display, "PHONE FAILURE TROUBLE"	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.
On LED touchpads: Trouble LED flashes	<ol style="list-style-type: none"> <li>1. Make sure the panel is connected to the special phone jack installed by your security dealer.</li> <li>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.</li> </ol>
Alphanumeric touchpads display, "RECEIVER INTERFERENCE" or "RECEIVER FAILURE"	There is a receiver failure or receiver interference problem. Call your security dealer for service.
On LED touchpads: Trouble LED flashes	
Alphanumeric touchpads display, "MEMORY FAILURE"	There is a system memory failure. Call your security dealer for service.
On LED touchpads: Trouble LED flashes as well as all sensor number LEDs	

## **Arming Issues**

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Q. I can't arm my system.

A. Try the following:

- If arming to Level 2 or Level 3, make sure all monitored perimeter doors and windows are closed.
- Press \* for a system status and for clues to the problem.
- Call the installer.

Q. I cannot bypass a sensor: my alphanumeric touchpad displays "INVALID" and my LED touchpad sounds a long beep.

A. Try the following:

- You may be trying to bypass a 24-hour sensor than cannot be bypassed, such as a smoke detector. These sensors cannot be bypassed.
- The sensor you're trying to bypass may not be active in the current partition.

Q. When I arm my system silently ( 5 + 2 + CODE or 5 + 3 + CODE), then bypass a sensor, I still hear the Exit Delay beeps. Shouldn't they be silent?

A. You need to press 5 once more to silence the Exit Delay beeps after bypassing the sensor.

## **Touchpad Issues**

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Q. On my LED touchpad, the left 4 sensor LEDs and the right 4 sensor LEDs take turns blinking.

A. The LED touchpad is in the User Programming mode. Press \* + 7 + # to get out of User Programming.

## **Phone Issues**

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Q. How do I disable my system long enough to retrieve messages from work or to do banking over the phone?

A. You can temporarily disengage the security system from local phone control by entering # + 7 + 3. The system responds by returning a dial tone.

## **Lighting Issues**

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Q. My lights don't come on automatically as they've been programmed to do.

A. Try the following:

- Does the lamp have a working bulb?
- Is the lamp plugged in at a working outlet that is not controlled by a light switch?
- Is the lamp plugged in to a lamp module?
- Make sure that you've attached the correct time schedule
- Check to see that you've set up the time schedule correctly
- Check the User Sheets is Appendix A to see in which partition the light is set up to be active.