

## **Troubleshooting Concord 4**

### **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 or 10 hours later.

Your security system also has a feature that will prevent trouble beeps from starting during normal sleeping hours. This "sleep time" period is normally set from 10 pm to 8 am. Contact your installer if you wish to verify or change this setting.

#### **To silence trouble beeps:**

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

The table on the next page describes the conditions under which trouble beeps occur and when they begin. (These sounds are heard from interior sirens and touchpads if available.)

### **Common Questions and Answers**

**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 the installer.

**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.
- You may be trying to bypass a 24-hour sensor that cannot be bypassed, such as a smoke detector.
- Your access code has not been assigned the direct bypassing attribute. See "Assigning the Direct Bypassing Attribute".

**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 or a delay door was not activated after the arming attempt, the system will arm to Level 2 instead. Close the delay door, arm the system to Level 3, then exit through a delay door.

### **Phone Issues**

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

**A.** Solutions include:

- Disengage the security system from local phone control by entering # + 7 + 3. The system responds by returning a dial tone.
- Pick up the phone receiver and wait 5 seconds before dialing *any* numbers. After the 5 second period, the system disables local phone control and ignores phone commands.

### **Lighting Issues**

**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 as described in "Advanced Light Control".
- Check to see that you've set up the time schedule correctly as described in "Creating Time Schedules".
- Check the User Sheets in Appendix A to see in which partition the light is set up to be active.

Touchpad/Voice Feedback After Pressing * Key	Trouble Condition
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.
LOW BATT	The emergency backup battery in the control panel 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 recharges the battery. If the trouble condition exists more than 24 hours after AC power is restored, call your security dealer for service.
SENSOR SUPERVISORY	There is a problem with how the sensor is communicating with the panel. 1. Test the sensor in Test Mode. 2. If testing the sensor does not clear the trouble condition, call your security dealer for service.
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. 1. Test the sensor in Test Mode. 2. If testing the sensor does not clear the trouble condition, call your security dealer for service.
SENSOR XX LOW BATTERY	A sensor has a low battery. 1. Disarm the system. 2. Remove the sensor cover. If the battery is an Alkaline AA or AAA, change the battery. If the battery is any other type, call your security dealer for service.
SENSOR XX TAMPER	A sensor cover is off or open. Secure the cover and trip the sensor to clear the tamper condition.
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. 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 a dial tone from any phones, telephone service in your area may be out.  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.
RECEIVER INTERFERENCE or RECEIVER FAILURE	There is a receiver failure or receiver interference problem. Call your security dealer for service.
MEMORY FAILURE or all text is lit on a fixed display touch-pad	There is a system memory failure. Call your security dealer for service.
AUXILIARY PHONE TROUBLE X	There is a problem with the cellular backup reporting portion of your system. Call your security dealer for service.
AUX POWER FAIL	There is a problem with the power supplied to parts of the system. Call your security dealer for service.
BUS FAILURE UNIT NN	There is a problem with one of the peripheral devices in your system. Call your security dealer for service.