VISTA-15
VISTA-15CN
Security System

User Guide
Trouble Shooting

ADEMCO

AWAY   AC

INSTANT

MIC

MESSAGE

ARMED

READY

STAY	1 OFF	2 AWAY	3 STAY ↑
	RECORD	VOLUME	PLAY
AWAY	4 MAX	5 TEST	6 BYPASS ↓
FIRE	7 INSTANT	8 CODE	9 CHIME
POLICE	* READY	0	#
	STATUS	VOICE	FUNCTION

Honeywell

The keypads contain a built-in loudspeaker (sounder) that will annunciate during alarms and troubles. The keypads also beep during certain system functions, such as during entry/exit delay times, in CHIME mode, and when you depress any of the keys (to acknowledge the key press).

About the Keypad

NO AC: AC power has been cut off. System is operating on backup battery power.
AC: AC power is present.
CHIME: The Chime feature is activated.
BAT: There is a low-battery condition in a wireless sensor (if zone number is displayed) or a low system battery (if no zone number is displayed).
ALARM: An intrusion has been detected and the system is armed (also appears during a fire alarm or audible emergency alarm). The protection zone in alarm is also displayed.
CHECK: A malfunction has been discovered in the system (at any time); or an open has been detected in a Fire zone (at any time); or a fault has been detected in a Day/Night burglary zone (during a disarmed period). The zone number in trouble is also displayed. This message will be displayed if a hardwired zone is shorted (if the Hardwire Short Detection option is enabled). Ask your installer for details.
FIRE: A fire alarm is present. The zone in alarm is also displayed.
CANCELED: Appears when an alarm occurs and the system is disarmed before the monitoring station has been notified.

OFF KEY: Disarms the burglary portion of the system, silences alarms and audible trouble indicators, and clears visual alarm trouble after the problem has been corrected.

Memory of Alarm

If an alarm occurs, the keypad displays the zone number(s) that caused the alarm and the type of alarm. These messages remain displayed until cleared by a user.

To clear the display:
Note the zone number displayed and enter an OFF sequence.
+ 1 * (Security Code) OFF Enter 4-digit security code, then press the OFF key.*

Example: Press 7 2 9 6 then 1 *
If the READY message will not display, go to the displayed zone and correct the fault (close windows, etc.). If the fault cannot be corrected, notify your alarm company.

* In cases of an alarm, trouble, or CHECK message, the 4-digit security code and OFF key must be entered into the system two times to clear the display.

Typical Check Displays

The word CHECK on the keypad's display, accompanied by a rapid beeping at the keypad, indicates a trouble condition in the system. The displays in parentheses in the left column below may appear on non-alpha keypads when the associated trouble condition is present.

To silence the beeping sound for "check" conditions, press any key.

CHECK + Zone Descriptors	Indicates that a problem exists with those zone(s)*. First, determine why the zone(s) displayed are faulted (open window or door; open or shorted zone terminals; etc.) and correct the problem. If the zone(s) contain a wireless detector, check that changes in the room (moving furniture, televisions, etc.) are not blocking wireless signals to/from the detector. If the problem has been corrected, the zone descriptor(s) and CHECK should disappear from the keypad display. If not, key an OFF sequence (enter the 4-digit security code, then press the OFF key) to clear the display. A "Check" condition can also indicate a wiring problem (opens or shorts, for instance). If the CHECK display persists, CALL FOR SERVICE IMMEDIATELY. Note that the system will not allow arming if a "Check" condition exists. To arm the system with a "Check" condition present, you must first bypass the zone(s) having the "Check" condition. NOTE: Zone 9 represents a problem with wireless receivers or other system devices, which are not user-serviceable. CALL FOR SERVICE IMMEDIATELY.
Telco Fault (or CHECK and zone 94)	If the telephone line monitor feature has been programmed for your system, this display indicates that the telephone line has been disconnected or cut. In some systems, this display is accompanied by a trouble sound from the keypad and an external sounder. CONTACT YOUR SERVICE COMPANY IMMEDIATELY. To silence the trouble sound, enter your security code plus OFF.
COMM. FAILURE (or FC)	Indicates that a failure has occurred in the telephone communication portion of your system. CALL FOR SERVICE IMMEDIATELY.
SYSTEM LO BAT (or BAT with no zone no.)	Indicates that a low system battery condition exists, and is accompanied by a once-perminute beeping* at the keypad. CALL FOR SERVICE IMMEDIATELY. *You can stop the beeping that accompanies a lowbattery display by entering an OFF sequence (security code + OFF).
LO BAT + zone descriptor (or BAT with zone no.)	Indicates that a low-battery condition exists in the wireless transmitter** displayed, and is accompanied by a once-per-minute beeping at the keypad. CALL FOR SERVICE IMMEDIATELY. ** Not all systems use wireless transmitters.
MODEM COMM (or CC)	Indicates that the control is on-line with the central station's remote computer. The control will not operate while on-line. Wait a few minutes. The display should disappear.
POWER indicator (if present) is off. AC LOSS is displayed.	The system is operating on battery power only. If only some lights are out on the premises, check circuit breakers and fuses and reset or replace as necessary. CALL FOR SERVICE IMMEDIATELY if AC power cannot be restored to the system.
Busy-Standby (or dl)	If this remains displayed for more than 1 minute, system is disabled. CALL FOR SERVICE AT ONCE.
OPEN CIRCUIT (or OC)	The keypad is not receiving signals from the control. CALL FOR SERVICE AT ONCE.
Long Rng Trbl (or bF)	If programmed, backup Long Range Radio communication has failed. CALL FOR SERVICE AT ONCE.
Bell failure (or CHECK 70)	Bell/Siren supervision failure. CALL FOR SERVICE AT ONCE.
RF Jam (or Check 90)	If enabled and a Receiver Jam is detected, a report will be sent to the monitoring station and at the same time a Rcvr Jam message will toggle with the present display on the alpha keypad. When the jam condition is cleared, a Restore message is sent to the monitoring station. To clear the keypad display, enter your 4-digit code and 1 key. OFF

Summary of Audible Notification
(Alpha Display Keypads)

SOUND	CAUSE	DISPLAY
LOUD, INTERRUPTED* Keypad & External	FIRE ALARM	**FIRE** is displayed; descriptor of zone in alarm is displayed.
LOUD, CONTINUOUS* Keypad & External	BURGLARY/AUDIBLE EMERGENCY ALARM	**ALARM** is displayed; descriptor of zone in alarm is also displayed.
ONE SHORT BEEP (not repeated) Keypad only	a. SYSTEM DISARM b. SYSTEM ARMING ATTEMPT WITH AN OPEN ZONE c. BYPASS VERIFY	a. **SYSTEM READY** is displayed. b. The number and descriptor of the open protection zone is displayed. c. Numbers and descriptors of the bypassed protection zones are displayed (one beep is heard for each zone displayed). Subsequently, the following is displayed: **ZONE BYPASSED SYSTEM READY.**
ONE SHORT BEEP (once every 40 seconds) Keypad only	SYSTEM IS IN TEST MODE	Opened zone identifications will appear.
ONE BEEP (once every 40 seconds) Keypad only	LOW BATTERY AT A TRANSMITTER	**LO BAT** displayed with description of transmitter.
TWO SHORT BEEPS Keypad only	ARM AWAY OR MAXIMUM	**ARMED AWAY** or **ARMED MAXIMUM** displayed. Red ARMED indicator lit.
THREE SHORT BEEPS Keypad only	a. ARM STAY, NIGHT-STAY, OR INSTANT b. ZONE OPENED WHILE SYSTEM IS IN CHIME MODE	a. **ARMED STAY** or **ARMED INSTANT** displayed. Red ARMED indicator lit. b. **CHIME** displayed, descriptor of open protection zone displayed if the [∗] key is pressed.
RAPID BEEPING Keypad only	a. TROUBLE b. MEMORY OF ALARM c. BELL FAILURE d. SYSTEM LOW BATTERY e. LAST 10 SECONDS OF EXIT DELAY	a. **CHECK** displayed; descriptor of troubled protection zone is displayed. b. **FIRE** or **ALARM** is displayed; descriptor of zone in alarm is displayed. c. **BELL FAILURE** or **CHECK 70** is displayed. d. **SYSTEM LO BAT** or **BAT** is displayed. e. **ARMED AWAY** or **ARMED MAXIMUM** is displayed along with **You may exit now.**
SLOW BEEPING Keypad only	a. EXIT DELAY WARNING (if programmed) b. ENTRY DELAY WARNING	a. **ARMED AWAY** or **ARMED MAXIMUM** is displayed along with **You may exit now.** b. **DISARM SYSTEM OR ALARM WILL OCCUR** is displayed. Exceeding the delay time without disarming causes alarm.

* If a bell is used as external sounder, fire alarm is *pulsed ring;* burglary/audible emergency is *steady ring*.