Security System

User's Manual

VISTA-10ROSE

PROTECTIVE SERVICES

N7229-3V1 2/97

About This Manual

This manual is a step-by-step guide that will acquaint you with your system's features and benefits. It describes the components and their functions, describes their operation, and provides clear step-by-step instructions for normal and emergency procedures.

Keep this manual in a convenient place so that you can refer to it as necessary.

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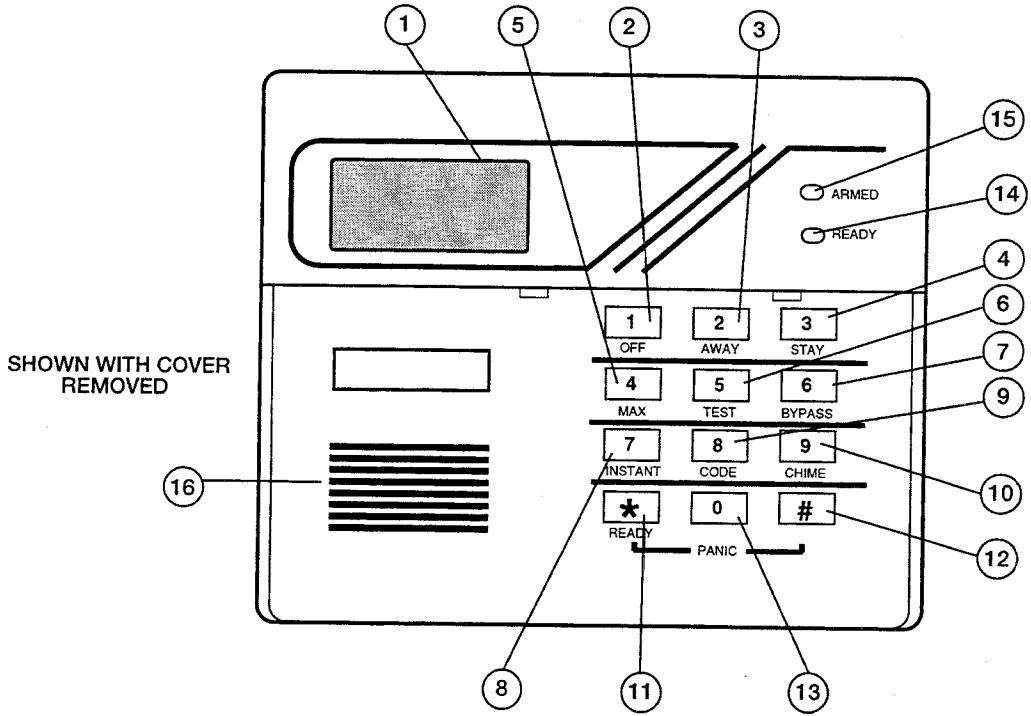
IMPORTANT:
When entering codes and commands, sequential key depressions must be made within 2 seconds of one another. If 2 seconds elapse without a key depression, the entry is automatically aborted and must be repeated from the beginning.



FIXED-WORD KEYPAD

SECURITY CODES

General

At the time of installation, your installer programmed a personal four-digit Master code, known only to you and yours. This code is used to perform most system functions, including arming and disarming of the system. As an additional safety feature, temporary **User Codes** can be assigned for use by those not having a need to know the Master code. *Note that the Master code remains in effect even when other user codes are assigned.*

IMPORTANT! When performing any of the procedures that follow, do not allow more than 2 seconds to elapse between steps, otherwise the entry will be aborted, and the procedure must be repeated from its beginning.

To Assign, Change, or Delete User Codes

The Master security code can be used to assign up to 4 secondary User codes. It can also be used to change any User code or to remove (delete) any secondary User code from the system.

It is recommended that obvious codes such as 1-1-1-1 or 1-2-3-4 not be assigned.

Temporary users should not be shown how to use any system function that they do not need to know (e.g., how to bypass protection zones).

To Assign or Change a User Code:

1. Enter your Master code and press the **CODE** [8] key.
2. Enter the single-digit User Number for whom a code is to be assigned or changed (User Nos. 3 to 6 may be assigned.)
3. Enter the desired 4-digit code for use by that User Number. The keypad will beep once when a User code has been successfully entered.

To Delete a User Code:

Perform steps 1 and 2 above and then stop. In a few moments, the keypad will beep once, indicating that the existing code has been deleted.

Duress Code

This feature is intended for use when you are forced to disarm or arm the system under threat. When used, the system will act normally, but can silently notify the central station of your situation, if that service has been provided.

The Duress code may be any 4-digit code assigned to User Number 8.

SECURITY CODES (Continued)

Duress Code (Continued)

To program a Duress code:

Enter your Master Code + 8 + 8 + [desired 4-digit duress code].
The keypad will beep once.

Note: The Duress code must differ from the Master Code or any other User's Code.

To change the Duress code:

Enter Master Code + 8 + 8 + [new 4-digit duress code].

To delete the Duress code:

Enter your Master Code + 8 + 8, and then stop. When the keypad beeps once it signifies that the code has been deleted.

To Change Your Master Code

1. Enter your Master code and press the **CODE** [8] key.
2. Enter "2".
3. Enter your new Master code.
4. Enter your new Master code again. The keypad will beep 3 times, indicating acceptance.

Quick Arming

Ask your installer if "Quick Arming" is active for your system; if so, check here: ☐

If your system supports "Quick Arming", the "#" key can be pressed in place of the security code when arming the system. The security code is *always* required, however, when disarming the system.

Phone Module

Ask your installer if your system includes a phone module; if so, check here: ☐

If your system includes a phone module, your installer will have programmed a 2-digit phone access code for your system. Be sure to obtain this phone code from your installer.

Complete information regarding the use of this phone access feature is provided in a separate manual entitled PHONE ACCESS USER'S GUIDE, which accompanies the phone module.

ENTRY/EXIT DELAYS

General Information

Your system has preset time delays, known as exit delay and entry delay. When you arm your system, **exit delay** gives you time to leave through the entry/exit door without setting off an alarm. **Entry delay** gives you time to disarm the system when you re-enter through the entry/exit door. The system must be disarmed, however, before the entry delay period ends, or an alarm will occur. The keypad will beep slowly during the entry delay period, reminding you to disarm the system.

NOTE: If you wish to open the entry/exit door to let someone in after arming STAY, you can re-start the *exit* delay at any time – **simply press the [*] key**, and then let that person in. This will avoid having to disarm the system and then re-arm it again. See *ARMING PERIMETER ONLY (WITH ENTRY DELAY ON)* on page 16.

You can also arm the system with no entry delay at all by using either INSTANT or MAXIMUM arming modes. These modes can provide greater security while you are sleeping or while you are away for extended periods of time.

Exit Delay Alerting Sound

Ask your installer if this is active for your system, and if so, check here: ☐

If available for your system, and if so-programmed by your installer, when arming AWAY or MAXIMUM, slow beeps will sound from the keypad during exit delay, turning to fast beeps during the final five seconds of the delay time.

See your installer for your delay times and record them here:

Exit Delay: ____ seconds **Entry Delay:** ____ seconds

CHECKING FOR OPEN ZONES

Using the * READY Key

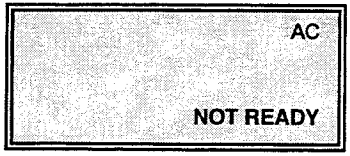
Before arming your system, all protected doors, windows and other protection zones must be closed or bypassed (see *BYPASSING PROTECTION ZONES* section), otherwise the keypad will display a "Not Ready" message, and if your keypad has a READY indicator light, it will not be lit. The **READY** (*) key can be used to display all faulted zones, making it easier for you to secure any open zone.

To display faulted zones, simply press and release the **READY** (*) key (do not enter code first). Secure or bypass the zones displayed before arming the system.

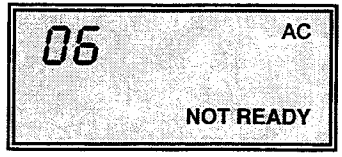
A "Ready" message will be displayed when all protection zones have been either closed or bypassed and the keypad's READY indicator light (if present) will be lit.

TO DISPLAY OPEN ZONES, PRESS THE **READY** KEY.

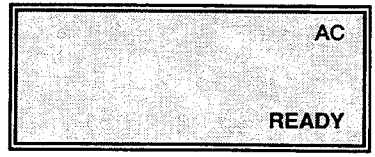
TYPICAL DISPLAYS WHEN NOT READY TO ARM



TYPICAL DISPLAYS INDICATING OPEN PROTECTION ZONE (AFTER PRESSING READY KEY)



TYPICAL DISPLAYS INDICATING "READY TO ARM"



BYPASSING PROTECTION ZONES

Using the 6 BYPASS Key

This key is used when you want to arm your system with one or more zones intentionally unprotected. The system must be disarmed first.

1. Enter your security code and press the **BYPASS** key.
2. Enter zone number(s) for the zone(s) to be bypassed (e.g., 06, 10, 13, etc.). *Single digit zone numbers must be preceded by a zero (e.g. 05, 06).*
3. When finished, the keypad will momentarily display a "Bypass" message for each bypassed zone number. Wait for these zones to be displayed, to confirm their bypass.
4. Arm the system as usual.

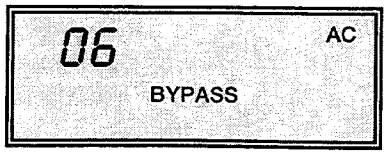
LIMITATION
The system will not allow fire zones to be bypassed.

All bypasses are removed when an OFF sequence (security code plus OFF) is performed.

Bypassed zones are unprotected and will not cause an alarm if violated while your system is armed.

TO BYPASS ZONES:
- ENTER CODE.
- PRESS **BYPASS** KEY.
- ENTER ZONE Nos.
- WAIT FOR BYPASSED ZONES TO BE DISPLAYED.
- ARM SYSTEM AS USUAL.

TYPICAL MOMENTARY DISPLAY OF BYPASSED ZONE



BYPASSING PROTECTION ZONES (Continued)

Quick Bypass

Ask your installer if "Quick Bypass" is active for your system, and if so, check here: ☐

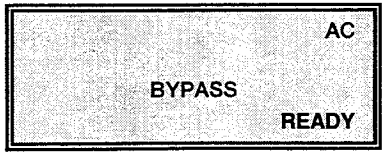
If your system supports "Quick Bypass", it allows you to easily bypass all open (faulted) zones without having to enter zone numbers individually. This feature is useful if, for example, you routinely leave certain windows open when arming at night.

CAUTION: This a Group Bypass function, and will bypass all open zones, **whether intentionally open or not.**

To use this feature, enter your security code, press the **BYPASS** key, then stop. In a few moments, all open zones will be displayed along with a "Bypass" message. Wait for all bypassed zones to be displayed, then arm the system as usual.

SYSTEM CAN NOW BE ARMED WITH ZONE(S) BYPASSED.

TYPICAL DISPLAY
"READY TO ARM WITH OPEN ZONES BYPASSED"



ARMING PERIMETER ONLY

WITH ENTRY DELAY ON

Using the [3] STAY Key

Use this key when you are staying inside, but expect someone to use an entry/exit door later.

BEFORE ARMING,
close all doors and windows
(see *CHECKING FOR OPEN ZONES*)

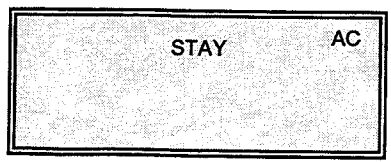
1. Enter your security code and press the [3] **STAY** key.
2. The keypad beeps three times and displays the armed message. The red ARMED indicator lights.
3. The system arms. An alarm sounds immediately if a protected perimeter window or non-entry/exit door is then opened, but you may otherwise move freely throughout the premises.

Later arrivals can enter through an entry/exit door without causing an alarm, but they must disarm the system within the entry delay period to avoid sounding an alarm.

NOTE: If you wish to open the entry/exit door to let someone in after arming STAY, you can re-start the *exit* delay at any time – **simply press the [*] key**, and then let that person in. This will avoid having to disarm the system and then re-arm it again.

THE **STAY** KEY ARMS THE PERIMETER, BUT ALLOWS USE OF THE ENTRY/EXIT DOOR.

TYPICAL DISPLAY
"ARMED STAY"



ARMING PERIMETER ONLY
WITH ENTRY DELAY OFF

Using the 7 INSTANT Key

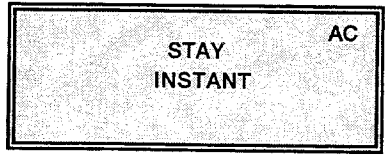
BEFORE ARMING,
close all doors and windows
(see *CHECKING FOR OPEN ZONES*)

Use this key when you are staying inside and do not expect anyone to use an entry/exit door.

1. Enter your security code and press the **INSTANT** key.
2. The keypad beeps three times and displays the armed message. The red ARMED indicator lights.
3. The system arms. An alarm sounds immediately if any protected perimeter door or window is opened, but you may otherwise move freely throughout the premises.

An alarm sounds immediately if anyone opens an entry/exit door or any perimeter protection sensor.

TYPICAL DISPLAY
"ARMED INSTANT"



ARMING ALL PROTECTION

WITH ENTRY DELAY ON

Using the 2 AWAY Key

BEFORE ARMING,
close all doors and windows
(see *CHECKING FOR OPEN ZONES*)

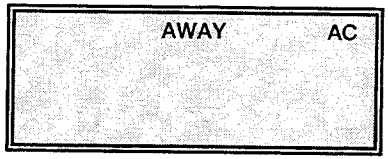
Use this key when no one will be staying inside.

1. Enter your security code and press the **AWAY** key.
2. The keypad beeps twice and displays the armed message. The red ARMED indicator lights.
3. You may leave through an entry/exit door during the exit delay period without causing an alarm.

After exit delay, the system arms and sounds an alarm immediately if a protected window or non-entry/exit door is then opened, or if any movement is detected inside your premises.

You may re-enter through an entry/exit door, but must disarm the system within the entry delay period to avoid an alarm.

TYPICAL DISPLAY
"ARMED AWAY"



ARMING ALL PROTECTION

WITH ENTRY DELAY OFF

Using the 4 MAXIMUM Key

BEFORE ARMING, close all doors and windows (see *CHECKING FOR OPEN ZONES)*

Use this key when the premises will be vacant for extended periods of time such as vacations, etc., or when retiring for the night and no one will be moving through protected interior areas.

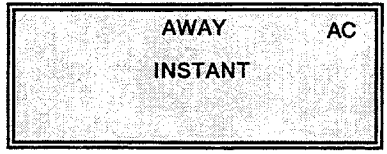
1. Enter your security code and press the **MAX** (MAXIMUM) key.
2. The keypad beeps twice and displays the armed message. The red ARMED indicator lights.
3. You may leave through an entry/exit door during the exit delay period without causing an alarm.

   After exit delay, the system arms and sounds an alarm immediately if any protected door or window is opened, or if any movement is detected inside your premises.

An alarm sounds immediately when someone re-enters.

THE **MAXIMUM** KEY ARMS THE ENTIRE SYSTEM (INCLUDING THE ENTRY/EXIT DOOR WITH NO ENTRY DELAY).

TYPICAL DISPLAY
"ARMED MAXIMUM"



DISARMING THE SYSTEM AND SILENCING ALARMS

Using the [1] OFF Key

The **OFF** key is used to disarm the system and to silence alarm and trouble sounds.

To Disarm the System:

Enter your **security code** and press the **OFF** key. The "Ready" message will be displayed, and the keypad will emit a single tone to confirm that the system is disarmed.

To Silence a Burglary Alarm:

SEE IMPORTANT NOTE AT LEFT!

Enter your **security code** and press the **OFF** key to silence the alarm (or warning tones of a Memory of Alarm).

Note the zone in alarm on the keypad display, and make that zone intact (close door, window, etc.). Now enter the **security code** plus **OFF sequence** again to clear the keypad's Memory of Alarm display. If the display will not clear and does not provide a "Ready" message, notify the alarm agency.

See *FIRE ALARM SYSTEM PROTECTION* section for additional fire alarm information.

See the SUMMARY OF AUDIBLE/VISUAL NOTIFICATIONS section for information which will help you to distinguish between FIRE (Interrupted/Pulsed) and BURGLARY (Continuous/Steady) alarm sounds.

IMPORTANT:

If you return and the main burglary sounder is on, DO NOT ENTER, but CONTACT THE POLICE from a nearby safe location.

If you return after an alarm has occurred and the main sounder has shut itself off, the keypad will beep rapidly upon your entering, indicating that an alarm has occurred during your absence.

LEAVE IMMEDIATELY, and CONTACT THE POLICE from a nearby safe location.

EXIT ALARMS

Exit Alarm Warning Displays and Sounds

Ask your installer if "Exit Alarm Warning" is active for your system, and if so, check here: ☐

Your system may support and have been programmed for this feature.

When arming, if an exit or interior zone contains a fault during closing *at the time the exit delay ends*, the alarm sounder and keypad sound continuously to alert you that an unwanted alarm can be prevented if you take action:

- *If you disarm the system during the entry delay period that will immediately follow,* the sound stops. The keypad displays "**CA**" as well as a zone indication. **No message is transmitted to the central station.**
- *If the system is NOT disarmed during the immediately following entry delay period,* the sounds continue until the system is disarmed (or alarm sounder timeout occurs). The keypad displays "**EA**" as well as a zone indication. **An "exit alarm" message will be sent to the central station.**

  Note: The latter "EXIT ALARM" conditions also result if an alarm from an exit or interior zone occurs within two minutes after the end of an exit delay.

In any of the above cases, a second OFF sequence (security code + **OFF** key) will clear the keypad display.

CHIME MODE

Using the 9 CHIME Key

This feature can be used only while the burglary system is disarmed.

Your system can be set to alert you to the opening of a door or window while it is disarmed by using CHIME mode. When activated, three tones will sound at the Keypad whenever a door or window is opened. Pressing the **READY** key will display the open protection points.

To turn Chime Mode on, enter the security code and press the **CHIME** key. The CHIME message will appear.

To turn Chime Mode off, enter the security code and press the **CHIME** key again. The CHIME message will disappear.

PANIC KEYS

(FOR MANUALLY ACTIVATING SILENT AND/OR AUDIBLE ALARMS)

Using Panic Keys

Your system may have been programmed to use special combinations of keys to manually activate emergency (panic) functions (see next page). The functions that might be programmed are: Silent Emergency, Audible Emergency, Personal Emergency, and Fire.

A silent emergency sends a silent alarm signal to the central station*, but there is no audible alarm or visual display.

An audible emergency sends a signal to the central station* and sounds a loud, steady alarm at your keypad(s) and at any external sounders that may be connected (ALARM plus a zone number is also displayed).

A personal emergency alarm sends an emergency message to the central station* and sounds at keypad(s), but not at external bells or sirens.

A fire alarm sends a fire alarm message to the central station* and uniquely sounds at keypad(s) and external bells and sirens (FIRE plus a zone number is also displayed).

* If connected to a Rollins Alarm monitoring center.

TO INITIATE A PANIC FUNCTION AT ANY TIME OF DAY OR NIGHT:

Press both keys of an active pair at the same time. See next page.

Also see *Duress Code* feature on page 10.

PANIC KEYS

SEE YOUR INSTALLER AND NOTE HERE THE KEY(S) & FUNCTION(S) PROGRAMMED FOR YOUR SYSTEM

CHECK IF ACTIVE	PANIC KEY(S)†	PROGRAMMED FUNCTION	ZONE NUMBER
☐	[1] & [*]	___SILENT, ___AUDIBLE, ___PERSONAL, ___FIRE	95
☐	[*] & [#]	___SILENT, ___AUDIBLE, ___PERSONAL, ___FIRE	07
☐	[3] & [#]	___SILENT, ___AUDIBLE, ___PERSONAL, ___FIRE	9

† Each key pair must be pressed at the same time

OUTPUT RELAY OPTIONS

Programmed Actions (in response to zone activity or manual entries)

Ask your installer to provide information on any special system actions that have been programmed during installation.

ACTION	STARTED BY	STOPPED BY

TESTING THE SYSTEM

TO BE CONDUCTED WEEKLY

Using the 5 TEST Key

NO ALARM REPORTS WILL BE SENT TO THE CENTRAL MONITORING STATION while the system is in Test mode.

The **TEST** key puts your system into Test mode, which allows each protection point to be checked for proper operation.

1. Disarm the system and close all protected windows, doors, etc. The keypad's READY message should be displayed and the READY indicator (if present) should be lit.
2. Enter your security code and press the **TEST** key.
3. As the Test mode is entered, the external siren or bell will sound for one second and then turn off.

   Each time a protection zone is faulted, the keypad sounds 3 beeps.

   The keypad will sound a single beep every 40 seconds as a reminder that the system is in the test mode.

   If these sounds do not occur, call Rollins Protective Services immediately.
4. Open and close each protected door and window in turn and listen for the required sounds The identification of each faulted protection point should appear on the display.
5. Walk in front of any interior motion detectors (if used) and listen for the required sound as movement is detected. The identification of the detector should appear on the display when it is activated.

   Note: Wireless PIR (Passive Infrared) units will send signals out only if they have been inactive for 3 minutes.
6. Follow the manufacturer's instructions to test all smoke detectors, to ensure that all are functioning properly. The identification of each detector should appear on the display when each is activated.

TESTING THE SYSTEM (Continued)

7. After all protection points have been checked and restored, there should be no zone identification numbers displayed. **If a problem is experienced with any protection point (no confirming sounds, no display), CALL ROLLINS PROTECTIVE SERVICES FOR SERVICE IMMEDIATELY.**
8. Turn off the Test mode by entering the security code and pressing the **OFF** key.

PAGING FEATURE

If the paging feature has been programmed for your system, your pager will respond to certain conditions as they occur in your system by displaying a 10-digit code that will indicate the type of condition that has occurred. The 10-digit code will use the following format: **SSSS–EEE–NNN**

SSSS will be your particular 4-digit subscriber No. (this same number will always appear at the beginning of the display on your pager).

EEE will be a 3-digit number that describes the event that has occurred in your system (see explanation below).

NNN will be a 3-digit User or zone number, depending on the type of event that has occurred.

The 3-digit Event Codes (EEE) that can be displayed are:

911 = **Alarm** (NNN that follows this code will be the zone number that has caused the alarm)
001 = **Open, System disarmed** (NNN that follows this code will be the User number)
002 = **Close, System armed** (NNN that follows this code will be the User number)
811 = **Trouble** (NNN that follows this code will be the zone number that has caused the trouble)

Example 1. Pager displays: 1234–911–004

This indicates that your system (Subscriber No. 1234) is reporting an Alarm (911), due to zone 4 (004) being faulted.

Example 2. Pager displays: 1234–001–005

This indicates that your system (Subscriber No. 1234) is reporting an open/disarming (001) by User 5 (005).

TROUBLE CONDITIONS

"Check" and "Battery" Displays

The word **CHECK** on the keypad's display, accompanied by a "beeping" at the keypad, indicates a trouble condition in the system.

To silence the beeping for these conditions, press any key.

1. **A display of "CHECK" and one or more zone numbers** indicates that a problem exists with the displayed zone(s) and requires your attention. **If the CHECK display relates to a fire zone, CALL** ROLLINS PROTECTIVE SERVICES **FOR SERVICE IMMEDIATELY.**

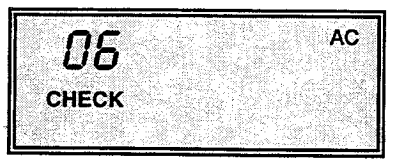
   Determine if the zone(s) displayed are intact and make them so if they are not. If the problem has been corrected, the display can be cleared if you enter the OFF sequence (user code plus OFF key) twice. **If the display persists, CALL FOR SERVICE IMMEDIATELY.**

2. **If there are wireless sensors* in your system,** the **CHECK** condition may also be caused by some change in the environment that prevents the receiver from hearing a particular sensor. **CALL FOR SERVICE IMMEDIATELY if this occurs.**

* Not all systems use wireless sensors.

IF YOU CANNOT CORRECT A "CHECK" DISPLAY, OR IF IT IS FOR A FIRE ZONE, CALL FOR SERVICE IMMEDIATELY

TYPICAL "CHECK" DISPLAY



TROUBLE CONDITIONS (Continued)

3. **A display of "BAT" with no zone number** indicates that the main standby battery in your control is weak. **If this condition persists for more than one day (with AC present), CALL** ROLLINS PROTECTIVE SERVICES **FOR SERVICE.**

4. **A display of "BAT" with a zone number, accompanied by a once-per-minute "beeping" at the Keypad** indicates that a low battery condition exists in the wireless sensor displayed. **Either replace the battery yourself, or CALL FOR SERVICE.** If the battery is not replaced within 30 days, a **CHECK** display may occur.

   Some wireless sensors contain a non-replaceable long-life battery which requires replacement of the entire unit at the end of battery life (e.g., 5802 Pendant and 5802CP Belt Clip Personal Emergency Transmitters and 5803 Wireless Key Transmitters).

Power Failure

If there is no keypad display at all, and the READY indicator is not lit, operating power for the system has stopped and the system is inoperative. **CALL FOR SERVICE IMMEDIATELY.**

If the message "NO AC" 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.**

TROUBLE CONDITIONS (Continued)

Other Displays

dI: If this remains displayed for more than 1 minute, your system is disabled. **CALL FOR SERVICE IMMEDIATELY.**

CC: The system is in communication with the central station for change of function or status verification. **If this message persists for more than 10 minutes, CALL FOR SERVICE IMMEDIATELY.**

FC: A communication failure with the central station has occurred. **CALL FOR SERVICE IMMEDIATELY.**

OC: The keypad is not receiving signals from the control panel and sees an open circuit. *If this message persists for more than 10 minutes,* **CALL FOR SERVICE IMMEDIATELY.**

FOR SERVICING INFORMATION,
SEE PAGE 42

FIRE ALARM SYSTEM (IF INSTALLED)

General

Your fire alarm system (if installed) is on 24 hours a day, for continuous protection. In the event of an emergency, the strategically located smoke and heat detectors will automatically send signals to your system, triggering a loud, interrupted pulsed sound* from the Keypad(s). This sound will also be produced by optional exterior sounders. A FIRE message will appear at your Keypad and remain on until you silence the alarm (see below for silencing fire alarms).

* Temporal pulse sounding is produced for Fire alarms, as follows:

3 pulses–pause–3 pulses–pause–3 pulses. . . , repeated.

TYPICAL FIRE EMERGENCY DISPLAYS

Silencing Fire Alarms

1. You can silence the alarm at any time by pressing the **OFF** key (the security code is not needed to silence fire alarms). To clear the display, enter your code and press the **OFF** key again (to clear Memory of Alarm).
2. If the Keypad's fire indication does not clear after the second OFF sequence, smoke detectors may still be responding to smoke or heat producing objects in their vicinity. Investigate, and should this be the case, eliminate the source of heat or smoke.
3. If this does not remedy the problem, there may still be smoke in the detector. Clear it by fanning the detector for about 30 seconds.
4. When the problem has been corrected, clear the display by entering your code and pressing the **OFF** key.

FIRE ALARM SYSTEM (Continued)

Manually Initiating a Fire Alarm

1. Should you become aware of a fire emergency before your detectors sense the problem, go to your nearest Keypad and manually initiate an alarm by pressing the appropriate panic key(s), assigned for FIRE emergency (if programmed by the installer). Check below, and in the *PANIC KEYS* section.
2. Evacuate all occupants from the premises.
3. If flames and/or smoke are present, leave the premises and notify your local Fire Department immediately.
4. If no flames or smoke are apparent, investigate the cause of the alarm. The zone number(s) of the zone(s) in an alarm condition will be displayed at the Keypad.

Ask your installer which lettered key, or key pair, has been assigned for manually initiating a FIRE alarm, and place a check mark in the box next to the assigned key pair.

CHECK KEY PAIR ASSIGNED FOR FIRE

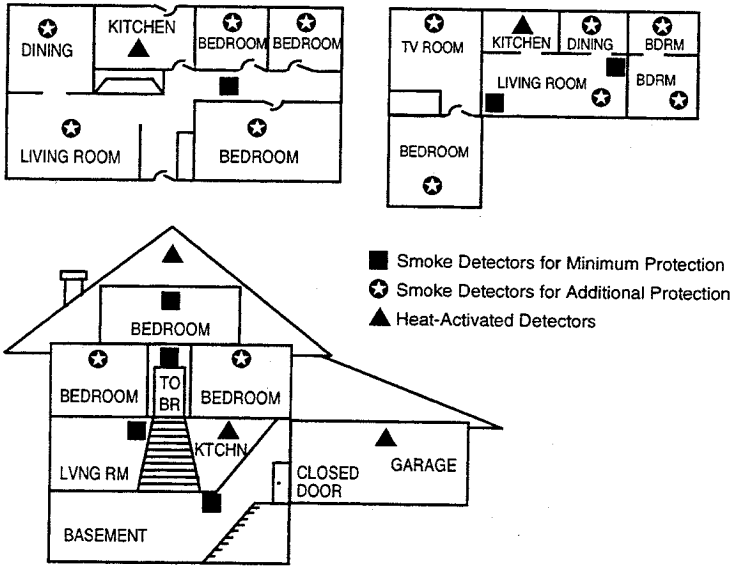
☐ PRESS [1] and [*] AT THE SAME TIME

☐ PRESS [*] and [#] AT THE SAME TIME

☐ PRESS [3] and [#] AT THE SAME TIME

Press the key pair assigned for Fire emergency.

NATIONAL FIRE PROTECTION ASSOCIATION RECOMMENDATIONS ON SMOKE DETECTORS



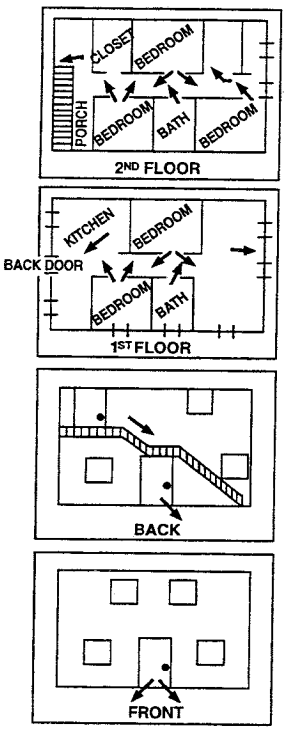
With regard to the number and placement of smoke/heat detectors, we subscribe to the recommendations contained in the National Fire Protection Association's (NFPA) Standard #74 noted below.

Early warning fire detection is best achieved by the installation of fire detection equipment in all rooms and areas of the household as follows: A smoke detector installed outside of each separate sleeping area, in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements and excluding crawl spaces and unfinished attics.

In addition, the NFPA recommends that you install heat or smoke detectors in the living room, dining room, bedroom(s), kitchen, hallway(s), attic, furnace room, utility and storage rooms, basements and attached garages.

EMERGENCY EVACUATION

Steps to Safety



Establish and regularly practice a plan of escape in the event of fire. The following steps are recommended by the National Fire Protection Association:

1. Plan on your detector or your interior and/or exterior sounders warning all occupants.
2. Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other may be a window, should your path be unpassable. Station an escape ladder at such windows if there is a long drop to the ground.
3. Sketch a floor plan of the building. Show windows, doors, stairs and rooftops that can be used to escape. Indicate escape routes for each room. Keep these routes free from obstruction and post copies of the escape routes in every room.
4. Assure that all bedroom doors are shut while you are asleep. This will prevent deadly smoke from entering while you escape.
5. Try the door. If the door is hot, check your alternate escape route. If the door is cool, open it cautiously. Be prepared to slam the door if smoke or heat rushes in.
6. In smoky areas, crawl close to floor, hold your breath, and/or cover mouth and nose with a wet cloth.
7. Escape quickly; don't panic.
8. Establish a common meeting place outdoors, away from your premises, where everyone can meet and then take steps to contact the authorities and account for those missing. Choose someone to assure that nobody returns to the premises — many die going back.

QUICK GUIDE TO SYSTEM FUNCTIONS

FUNCTION	PROCEDURE	COMMENTS
Check Zones	Press READY key.	To view faulted zones when system not ready.
Arm System	Enter code. Press arming key desired: (AWAY, STAY, INSTANT, MAXIMUM)	Arms system in mode selected.
Quick Arm **(if programmed)**	Press #. Press arming key desired: (AWAY, STAY, INSTANT, MAXIMUM)	Arms system in mode selected, quickly and without use of code.
Bypass Zone(s)	Enter code. Press BYPASS key. Enter zone number(s) to be bypassed (use 2-digit entries).	Bypassed zones are unprotected and will not cause an alarm if violated.
Quick Bypass **(if programmed)**	Enter code. Press BYPASS key.	Bypasses all faulted zones automatically.
Silence Sounders **Burglary:** **Fire:** **"Check":**	 Enter code. Press OFF key. Press OFF key. Press any key.	 Also disarms system. Memory of alarm remains until cleared. Memory of Alarm remains until cleared. Determine cause. See TROUBLE CONDITIONS on Page 26
Disarm System	Enter code. Press OFF key.	Also silences sounders. Memory of alarm remains until cleared.
Clear Alarm Memory	After disarming, enter code again. Press OFF key again.	Keypad will beep rapidly upon entry if alarm has occurred. Alarm display will remain upon disarming until cleared.
Duress (if active and connected to central station)	Arm or disarm "normally", but use your 4-digit Duress code to do so.	Performs desired action and sends silent alarm to central station.
Panic Alarms **(as programmed)**	Press keys [1] & [*], or [*] & [#], or [3] & [#], both at same time.	See Page 22 for panic functions programmed for your system.
Chime Mode	*To turn ON or OFF:* Enter code. Press CHIME key.	Keypad will sound if doors or windows are violated while system is disarmed and chime mode is ON.
Test Mode	*To turn ON:* Enter code. Press TEST key. *To turn OFF:* Enter code. Press OFF key.	Tests alarm sounder and allows sensors to be tested.
Phone Access (Voice Module) if applicable	Consult *Phone Access User's Guide* that accompanies Voice Module.	Permits system access remotely, via Touch-tone phone

SUMMARY OF AUDIBLE/VISUAL NOTIFICATIONS

(FIXED-WORD DISPLAY KEYPADS)

SOUND	CAUSE	DISPLAY
LOUD, INTERRUPTED* Keypad & External	FIRE ALARM	**FIRE** and **ALARM** are displayed; protection zone in alarm is displayed.
LOUD, CONTINUOUS* Keypad & External	BURGLARY/AUDIBLE EMERGENCY ALARM	**ALARM** is displayed; protection zone in alarm is also displayed. Also see "Exit Alarm Warning Displays and Sounds" on page 21.
ONE SHORT BEEP (not repeated) Keypad only	a. SYSTEM DISARM b. SYSTEM ARMING ATTEMPT WITH AN OPEN ZONE c. BYPASS VERIFY	a. Only **READY** is displayed. Green READY indicator (if present) is lit. b. **NOT READY** is displayed, open protection zone number is displayed. Green READY indicator (if present) is not lit. c. The bypassed protection zone numbers are displayed. (one beep for each number displayed.) **BYPASS also** displayed.
ONE SHORT BEEP (once every 40 seconds) Keypad only	SYSTEM IS IN TEST MODE	Opened Zone identifications will appear.
ONE BEEP every 40 sec. Keypad only	a. LOW BATTERY AT XMTR b. SYST. MAIN BATT. WEAK c. TROUBLE	a. **BAT** displayed with ID number of transmitter. b. **BAT** displayed with no transmitter ID c. **CHECK** displayed. Troubled protection zone is displayed.
TWO SHORT BEEPS Keypad only	ARM AWAY OR MAXIMUM	**AWAY** and (if MAXIMUM) **INSTANT** are displayed.
THREE SHORT BEEPS Keypad only	a. ARM STAY OR INSTANT b. ZONE OPENED WHILE SYSTEM IS IN CHIME MODE c. ZONE OPENED WHILE SYSTEM IS IN TEST MODE	a. **STAY** and (if INSTANT) **INSTANT** are displayed. Red ARMED indicator is lit. b. **CHIME** displayed. Pressing ✳/ READY key will display opened zone. c. Open protection zone number is displayed.
RAPID BEEPING Keypad only	MEMORY OF ALARM	**FIRE** and/or **ALARM** is displayed; zone in alarm is displayed.
SLOW BEEPING Keypad only	a. ENTRY DELAY WARNING b. EXIT DELAY ALERT (if programmed)	a. No display during delay; Exceeding the delay time without disarming causes alarm. b. **AWAY** or (if MAXIMUM) **AWAY INSTANT** is displayed. Slow beeps change to fast during last 5 sec of exit delay.

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

Note: Also see *Power Failure,* and *Other Displays* under *TROUBLE CONDITIONS* starting on page 26.

PROTECTION ZONES LIST

One or more sensing devices will have been assigned by the installer of your alarm system to each of the various protection zones in your system *(although not every zone number can be used)*. For example, the sensing device on your Entry/Exit door may have been assigned to zone 06, sensing devices on windows in the master bedroom to zone 10, and so on.

Zone numbers 07, 95 and 96 represent Keypad "Panic" alarm functions assigned by the installer (see Page 22). Zone numbers 08 and 09 are reserved for Duress and Tamper signal reporting to the central station.

This chart may be used to record the specific zone number assignments for your system. Your installer will assist you in recording this information.

PROTECTION ZONE DESCRIPTIONS

Zone	Description
01	
02	
03	
04	
05	
06	
07	Keys ✳ & # (Panic)
08	–Duress–
09	–Tamper–
10	
11	
12	
13	
14	
15	
16	

Zone	Description
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	

(Continued)

PROTECTION ZONE DESCRIPTIONS (Continued)

Zone	Description
34	
35	
36	
37	
38	
39	
40	
41	
42	
43	
44	
45	
46	
47	
48	
49	
50	

Zone	Description
51	
52	
53	
54	
55	
56	
57	
58	
59	
60	
61	
62	
63	
95	Key s 1 & ✳ (Panic)
96	Keys 3 & # (Panic)

CANADIAN DEPARTMENT OF COMMUNICATIONS (DOC) STATEMENT

NOTICE

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: User should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

AVIS

L'étiquette du ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunications. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. Dans certains cas, les fils intérieurs de l'entreprise utilisés pour un service individuel à la ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonne ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunications ne permettent pas que l'on raccorde leur matériel aux prises d'abonnés, sauf dans les cas precis prévus par les tarifs particuliers de ces entreprises.

Les réparations du matériel homologué doivent être effectuées pas un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise en terre de la source d'énergie électrique, des lignes téléphoniques de réseau de conduites d'eau, s'il y en a, soient raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal pour éviter toute surcharge indique le pourcentage de la charge totale qui peut être raccordé à un circuit téléphonique fermé utilisé par ce dispositif. La terminaison du circuit fermé peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

UL NOTICE: This is a "Grade A" Residential System.

FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 15 STATEMENT

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information:

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- If using an indoor antenna, have a quality outdoor antenna installed.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the radio or television receiver away from the receiver/control.
- Move the antenna leads away from any wire runs to the receiver/control.
- Plug the receiver/control into a different outlet so that it and the radio or television receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user or installer may find the following booklet prepared by the Federal Communications Commission helpful:

"Interference Handbook"

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 68 STATEMENT

This equipment complies with Part 68 of the FCC rules. On the front cover of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment uses the following jacks: An RJ31X is used to connect this equipment to the telephone network.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the manufacturer for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

There are no user serviceable components in this product, and all necessary repairs must be made by the manufacturer. Other repair methods may invalidate the FCC registration on this product.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment is hearing-aid compatible.

When programming or making test calls to an emergency number, briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours; such as early morning or late evening.

IN THE EVENT OF TELEPHONE OPERATIONAL PROBLEMS

In the event of telephone operational problems, disconnect the control by removing the plug from the RJ31X wall jack. We recommend that your certified installer demonstrate disconnecting the phones on installation of the system. Do not disconnect the phone connection inside the control/communicator. Doing so will result in the loss of your phone lines. If the regular phone works correctly after the control/communicator has been disconnected from the phone lines, the control/communicator has a problem and should be returned for repair. If upon disconnection of the control/communicator, there is still a problem on the line, notify the telephone company that they have a problem and request prompt repair service. The user may not under any circumstances (in or out of warranty) attempt any service or repairs to the system. It must be returned to the factory or an authorized service agency for all repairs.

WARNING! THE LIMITATIONS OF THIS ALARM SYSTEM

While this system is an advanced design security system, it does not offer guaranteed protection against burglary or fire or other emergency. Any alarm system, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons. For example:

- Intruders may gain access through unprotected openings or have the technical sophistication to bypass an alarm sensor or disconnect an alarm warning device.
- Intrusion detectors (e.g. passive infrared detectors), smoke detectors, and many other sensing devices will not work without power. Battery operated devices will not work without batteries, with dead batteries, or if the batteries are not put in properly. Devices powered solely by AC will not work if their AC power supply is cut off for any reason, however briefly.
- Signals sent by wireless transmitters may be blocked or reflected by metal before they reach the alarm receiver. Even if the signal path has been recently checked during a weekly test, blockage can occur if a metal object is moved into the path.
- A user may not be able to reach a panic or emergency button quickly enough.
- While smoke detectors have played a key role in reducing residential fire deaths in the United States, they may not activate or provide early warning for a variety of reasons in as many as 35% of all fires, according to data published by the Federal Emergency Management Agency. Some of the reasons smoke detectors used in conjunction with this System may not work are as follows. Smoke detectors may have been improperly installed and positioned. Smoke detectors may not sense fires that start where smoke cannot reach the detectors, such as in chimneys, in walls, or roofs, or on the other side of closed doors. Smoke detectors also may not sense a fire on another level of a residence or building. A second floor detector, for example, may not sense a first floor or basement fire. Moreover, smoke detectors have sensing limitations. No smoke detector can sense every kind of fire every time. In general, detectors may not always warn about fires caused by carelessness and safety hazards like smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches, or arson. Depending upon the nature of the fire and/or the locations of the smoke detectors, the detector, even if it operates as anticipated, may not provide sufficient warning to allow all occupants to escape in time to prevent injury or death.
- Passive Infrared Motion Detectors can only detect intrusion within the designed ranges as diagrammed in their installation manual. Passive Infrared Detectors do not provide volumetric area protection. They do create multiple beams of protection, and intrusion can only be detected in unobstructed areas covered by those beams. They cannot detect motion or intrusion that takes place behind walls, ceilings, floors, closed doors, glass partitions, glass doors, or windows. Mechanical tampering, masking, painting or spraying of any material on the mirrors, windows or any part of the optical system can reduce their detection ability. Passive Infrared Detectors sense changes in temperature; however, as the ambient temperature of protected area approaches the temperature range of 90° to 105°F (32° to 40°C), the detection performance can decrease.

(Continued)

WARNING! THE LIMITATIONS OF THIS ALARM SYSTEM (continued)

- Alarm warning devices such as sirens, bells or horns may not alert people or wake up sleepers if they are located on the other side of closed or partly open doors. If warning devices sound on a different level of the residence from the bedrooms, then they are less likely to waken or alert people inside the bedrooms. Even persons who are awake may not hear the warning if the alarm is muffled from a stereo, radio, air conditioner or other appliance, or by passing traffic. Finally, alarm warning devices, however loud, may not warn hearing-impaired people or waken deep sleepers.
- Telephone lines needed to transmit alarm signals from a premises to a central monitoring station may be out of service or temporarily out of service. Telephone lines are also subject to compromise by sophisticated intruders.
- Even if the system responds to the emergency as intended, however, occupants may have insufficient time to protect themselves from the situation. In the case of a monitored alarm system, authorities may not respond appropriately.
- This equipment, like other electrical devices, is subject to component failure. Even though this equipment is designed to last as long as 10 years, the electronic components could fail at any time.

The most common cause of an alarm system not functioning when an intrusion or fire occurs is inadequate maintenance. This alarm system should be tested weekly to make sure all sensors and transmitters are working properly.

Wireless transmitters (used with some systems) are designed to provide long battery life under normal operating conditions. Longevity of batteries may be as much as 4 to 7 years, depending on the environment, usage, and the specific wireless device being used. External factors such as humidity, high or low temperatures, as well as large swings in temperature, may all reduce the actual battery life in a given installation. This wireless system, however, can identify a true low battery situation, thus allowing time to arrange a change of battery to maintain protection for that given point within the system.

Installing an alarm system may make one eligible for lower insurance rates, but an alarm system is not a substitute for insurance. Homeowners, property owners and renters should continue to act prudently in protecting themselves and continue to insure their lives and property.

We continue to develop new and improved protection devices. Users of alarm systems owe it to themselves and their loved ones to learn about these developments.

SERVICING INFORMATION

Your Rollins Service Associate is the person best qualified to service your alarm system. Arranging a regular program with that person is advisable. Your local Service Associate is:

ROLLINS PROTECTIVE SERVICES: *PHONE* _____

ADDRESS _____

ROLLINS ALARM MONITORING CENTER: *PHONE* _____

OTHER INFORMATION:

_____

_____

_____

_____

_____

– NOTES –

PROTECTIVE SERVICES

Uncompromising Service and Security for People and Property

OTHER ROLLINS SERVICES: ORKIN PEST CONTROL, ORKIN LAWN CARE, ORKIN PLANTSCAPING, AND ORKIN MAID

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