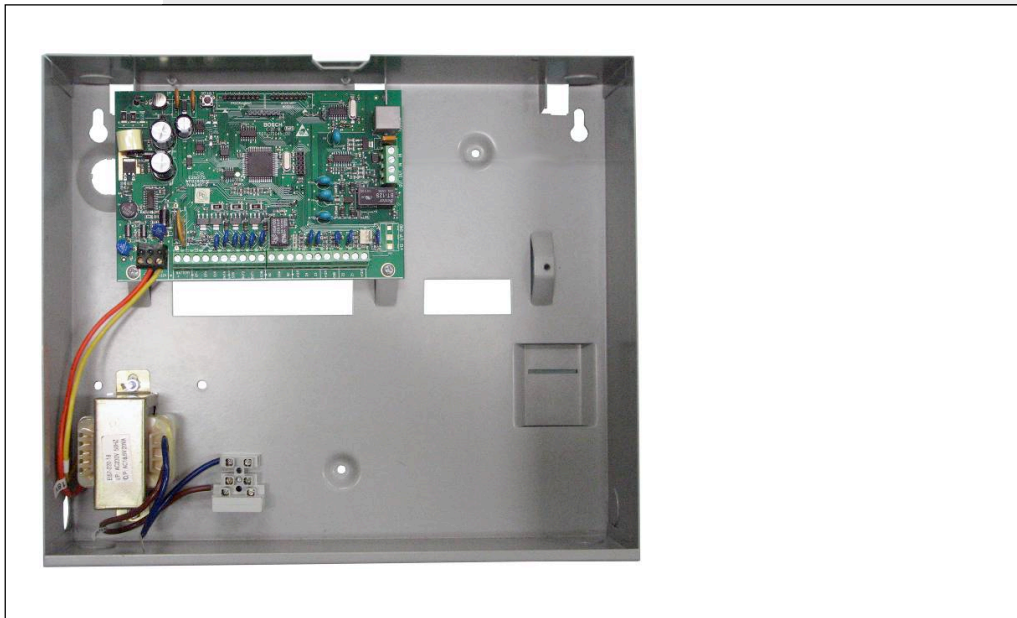


# ICP-CC488



**EN**

User's Guide  
ICP-CC488  
Control Panel  
with  
TouchOne  
Touchscreen

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## A-Tick

The ICP-CC488 Control Panel is designed to comply with A-Tick.

## New Zealand Telepermit Notes

The grant of a telepermit for a device in no way indicates Telecom acceptance of responsibility for the correct operation of that device under all operating conditions.

This equipment will not be used in any manner that could constitute a nuisance to other telecom customers.

Immediately disconnect this equipment should it become physically damaged and arrange for its disposal or repair.

The transmit level from this device is set at a fixed level and because of this; there may be circumstances where the performance is less than optimal. Before reporting such occurrences as faults, please check the line with a standard telepermitted telephone and do not report a fault if the telephone performance is satisfactory.

This device is equipped with pulse dialing while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.

Use of dialing, when this equipment is connected to the same line as other equipment, may give rise to bell noise and also cause a false answer condition. Should such problems occur, the user should **not** contact the Telecom Faults Service.

This equipment is set up to carry out test calls at pre-determined times. Such test calls can interrupt any other calls that may be set up on the line at the same time. The timing set for such test calls should be discussed with the installer.

The timing set for test calls from this equipment may be subject to drift. If this proves to be inconvenient and your calls are interrupted, then the problem of timing should be discussed with the equipment installer. The matter should **not** be reported as a fault to Telecom Faults Service.

This equipment shall not be set up to make automatic calls to the Telecom 111 Emergency Service.

This equipment should not be used under any circumstances that may constitute a nuisance to other Telecom customers.

In the event of any problem with this device, the systems battery, AC MAINS supply, and telephone line should be disconnected. The user is to arrange with the supplier of the device to make the necessary repairs.

Should the matter be reported to Telecom as a wiring fault and the fault proven to be due to this product, a call-out charge will be incurred.

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## Introduction

Instructions on selecting the ICP-CC488 Control Panel to protect you and your property. For the most from your unit, take time to read through this manual and familiarize yourself with numerous outstanding operating features of the system. In all aspects of planning, design, styling, operation, convenience, and safety, we have sought to anticipate your reasonable requirement.

Designing simplicity and speed were some of our primary considerations and we believe that our users in this area were more than satisfied.

This manual explains all aspects of operating the Control Panel and the TouchOne User Interface. Operation parameters and options are detailed; installation suitability is left up to the individual. The system can be tailored to meet all your requirements quickly and easily.

## Specifications

Specifications	
Operating Temperature Range	0°C to +45 °C (+32°F to +113°F)
Operating Voltage	10% to 95% TF008 Plug Pack – 240 V/18 VAC @ 1.3 A
Operating Current Draw in Normal Condition	65 mA 115 mA
Operating Current Draw in Alarm Condition	105 mA
Operating Current Draw in Standby	540mA
Battery	6 Ah/12 VDC Rechargeable Sealed Lead Acid Battery
Dimensions (Case, Depth, Height)	306 mm x 262 mm x 84 mm

## 3. The TouchOne User Interface

The TouchOne Screen is the communication interface between you and your alarm system Control Panel.

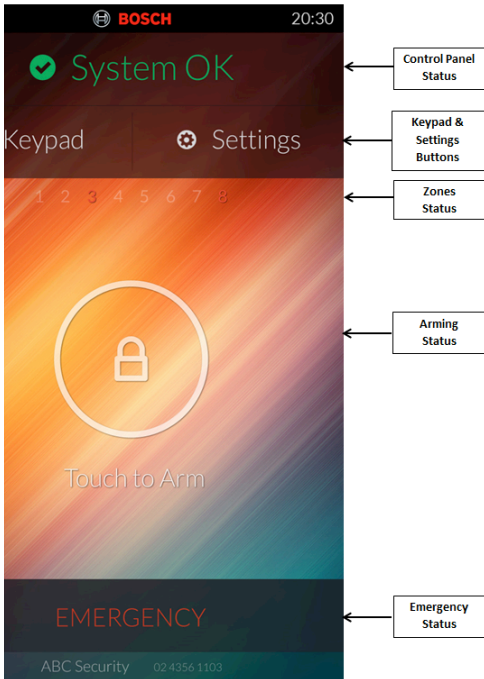
The TouchOne can operate in both Portrait (see Figure 2) and Landscape Orientations (see Figure 3).

In Landscape Orientation, most functions are accessed via the Sidebar on the left side of the screen, including The Zone indicators, The Stay Pad, The Quick Arm Icon and the Numeric Keypad appear on the right of the screen.

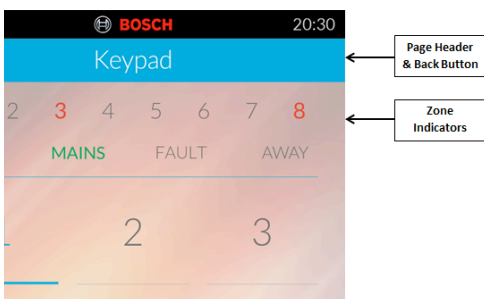
So familiarize yourself with the different parts of the screen as shown in Figures 1, 2, & 3.

- a. Page Header and Back Button**  
Displays the current screen. Pressing it at any time will take you back to the previous screen.
  - b. Zone Indicators**  
Displays the state of all Zones on the Control Panel.
  - c. Numeric Keypad**  
Allows you to arm and disarm the Control Panel, as well as perform User Functions.
  - d. Emergency Button**  
Takes you to the Emergency Screen from an emergency to a remote third-party monitoring station that is authorized to perform the appropriate actions for you.
- You are now ready to use the TouchOne to issue commands.

### 1: TouchOne Standby Screen



### 2: Eight Zone Keypad Screen (Portrait Mode)



**Figure 3: Eight Zone Keypad Screen (Landscape Mode)**



### How to use operate the TouchOne Scr

You use the following common gestures communicate with your alarm unit.

**Touch:** To select or activate something, touch it.

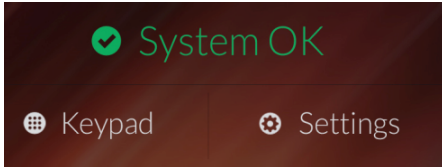
**Touch & Hold:** Gently touch and hold ar the screen without lifting your finger(s) ur action occurs.

**Pinch:** You can zoom in and out by placi fingers (usually your thumb & forefinger) screen and Pinch them together to zoom spread them apart to zoom out. This ges used for resizing or repositioning your W:

When you issue a command using any o gestures, the TouchOne Screen respond touch via visual and audible indications throughout the operation of your alarm u

The TouchOne Screen incorporates num indicators. The Zone indicators show the condition of each zone. Four other indica show the general status. The following p: outline a list of situations and the relevan

#### 4: Standby



n displays two buttons namely the **Keypad** button on the left for you to manually or Disarm your premises (in Stay or / mode) by entering your user code; and on the right the **Settings** button which allows you to set various options for your device and its functions.

#### 5: Zones

#### 5: Zones



#### Armed (AWAY/STAY)

A white circle with a white lock icon means the control panel is in the state of Disarmed (disarmed state) for you to arm it in either the Single Touch Away mode or to arm

#### 4. Armed AWAY

The Armed Away state is indicated by a keyhole icon with the text “**Armed AWAY**” in the Page Header as well as a large Flashing Red Circle with a Red Lock icon in the center of the TouchOne screen

**Figure 7: Armed Away**



#### 5. Armed STAY

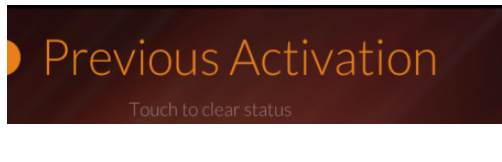
The Armed Stay state is indicated by a keyhole icon with the text “**Armed STAY**” in the Page Header as well as a large Flashing Red Circle with a Red Lock icon in the center of the TouchOne screen

**Figure 8: Armed Stay**



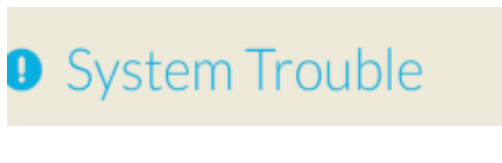
Previous Activation state is indicated by orange circle with an exclamation mark and the text “**Previous Activation**” in the Page Header. This state is displayed when there was an alarm condition in one or more zones in your premises prior to disarming the system.

### 9: Previous Activation



### System Trouble

### 10: System Trouble



System Trouble state is indicated if there is any technical problem with the Control Panel. A blue circle icon with the text “**System Trouble**” is displayed in the Page Header. You should contact your technician to diagnose and fix the problem.

### Emergency

At the bottom of the screen is the Emergency button in the inactivated state.

### 11: Emergency

If a zone is not sealed at the end of Exit Time, the zone is automatically isolated and constant alarm is displayed on the remote TouchOne Screen. When the zone becomes an active part of the system, the zone is restored.

For example, if a window is left open after Exit Time expired, the window is not an active part of the system until the window is closed. Opening the window after Exit Time expired causes a constant alarm condition.

There are TWO methods of Arming your premises, namely by SINGLE TOUCH or KEYPAD.

The Steps are as follows:

- a. Look at the Page Header on your TouchOne Screen to find out the status of the Control Panel. If it says “System Trouble”, you are in the Standby mode ready to Arm the System with a Single Touch.
- b. If the Keypad is displayed, touch the BACK button on the Page Header to return to the Standby mode.
- c. Follow the arming instruction below in Table 2.

**Table 2: How to Arm the System in Arm Mode – Method 1 Single Touch**

#### Method 1 Single Touch

The Standby screen displays a large WHITE Circle with a Lock in the center (Figure 1). Touch the text beneath it that says “Touch to Arm”.

Touch the Lock inside the Circle. Two beeps sound followed by a long beep and the Exit Time countdown begins.

The Armed Away Screen is displayed.

## How to Arm the System in AWAY Mode – Method 2 Using the Keypad

If you are in the Standby Screen, touch the Keypad button below the Page Header. Using your Keypad, enter your user code and then touch the AWAY button (for example, [2580 AWAY]). See Figure 17.

Two beeps sound and the Exit Time countdown begins.

The Keypad disappears and a screen with a large Red Circle and a large Red LOCK icon is displayed in the center of your screen.

On the Page Header a Red Keyhole icon and “Armed Away” status is displayed (Figure 18).

You have successfully Armed ALL Zones in your premises.

## Disarm the System

When you enter the premises after the system is in AWAY mode, or if you armed the system in STAY Mode 1, you must disarm the system to disable detection devices that activate the system.

Touch the Red Lock Icon in the center of the screen on your TouchOne screen (Figure 18).

When the Countdown time begins and the system will be disarmed (Figure 17).

# 6. TouchOne Screen Indicators

## 6.1 Zone Indicators

1 2 3 .... The zone indicators (1 to 8) show the status of the zones. Take note of the various circumstances that the zone indicators display (such as Sealed, Zone Unsealed, an

**Table 4: Zone Indicators**

Indicator	Definition
On	Zone is unsealed.
Off	Zone is sealed.
Flashing Fast (0.25 sec on/ 0.25 sec off)	Zone is in alarm condition.
Flashing Slow (1 sec on/ 1 sec off)	Zone is manually isolated or selected to be isolated.

## 6.2 AWAY Indicator

**AWAY** The AWAY indicator displays when the system is armed in AWAY Mode (Figure 12). The AWAY indicator flashes in unison with the STAY indicator when programming options throughout the *Operator Manual*.

Refer to Table 2 & 3 *Arming Mode* for information on the methods of arming the system in AWAY Mode.

**Figure 12 : AWAY Indicator**

### 13: STAY Indicator



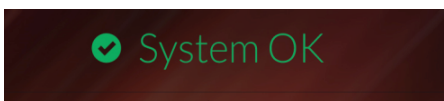
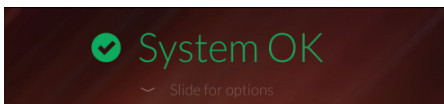
### 13: STAY Indicator

Indicator	Definition
On	System is armed in STAY Mode 1 or STAY Mode 2.
Off	System is not armed in STAY Mode 1 or STAY Mode 2.
Flashing	Zone isolating mode or setting STAY Mode 2 zones.
Flashing	Day alarm status – day alarm turned on.

### System Disarmed

In the SingleTouch Screen the System OK (Figure 14) indicator displays with the green  indicator when the system is disarmed.

### 14: Disarmed Indicator Screen



### 6.5 MAINS Indicator

**MAINS** The MAINS indicator displays system's AC MAINS supply is failed (Figure 15).

Table 6: MAINS Indicator

Indicator	Definition
On	AC MAINS power not present
Flashing	AC MAINS supply has failed

### 6.6 FAULT Indicator

**FAULT** The FAULT indicator displays system detected a system fault. Refer to Section 13. Fault Analysis page 24 for additional information on system faults.

Every time a new system fault is detected (such as, FAULT indicator flashing), the TouchOne Screen begins to beep once every 10 seconds (Figure 15). Pressing the [Acknowledge] button once cancels the ongoing beep and acknowledges the fault (such as, FAULT indicator on).

Table 7: FAULT Indicator

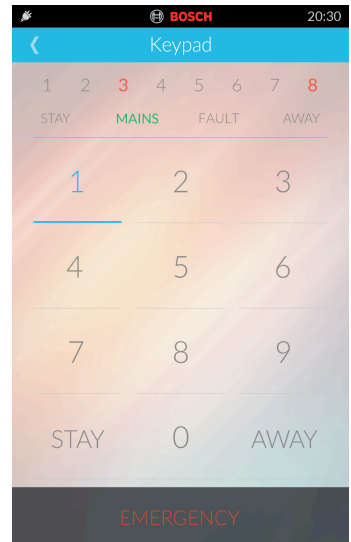
## Audible Indications

Audible Indicators defines the audible signals given out by the TouchOne Screen

### Table: Audible Indicators

Indicator	Definition
Short beep	A button was pressed on the TouchOne Screen, or Exit Time ended when armed in STAY Mode 1 or STAY Mode 2.
Long beep	Indicates the end of Exit Time when armed in AWAY Mode, or the requested operation was denied or aborted.

Figure 17: The TouchOne Keypad



### 6: The Touch to Arm Screen

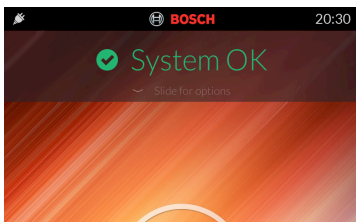
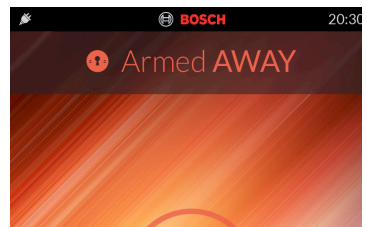


Figure 18: The Armed Away Screen





## How to Arm the System in STAY Mode

- Using your Keypad (Figure 19), enter your user code and then touch the STAY button (for example, [2580 STAY]). Two beeps sound and the Exit Time countdown begins. The Keypad disappears and screen with a large Red Circle with a large HOUSE icon flashes for a few seconds and then the Armed Stay Screen is displayed. On the Notification & Status Bar a Keyhole icon and “Armed Stay” status is displayed (Figure 20).

## Arming Methods

	Arming Method
code	Arms the entire system. Refer to <i>Table 2 &amp; 3 Arming in AWAY Mode</i> .
code	Arms all zones except those programmed to be automatically isolated by the installer. Refer to <i>Table 9 Arming in STAY Mode 1</i> .

## 19: The TouchOne Keypad

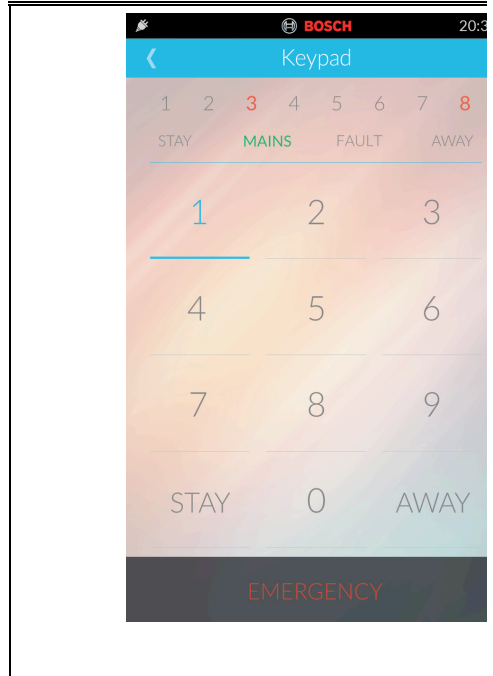
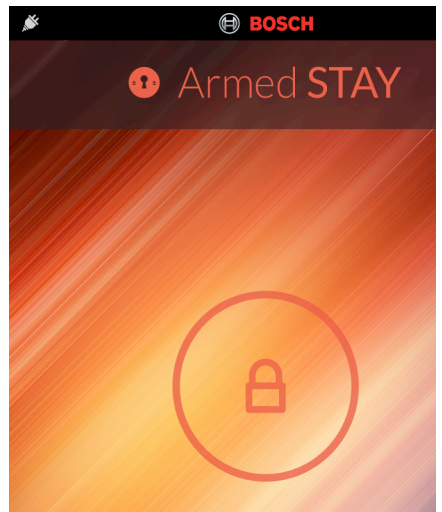


Figure 20: The Touch to Disarm Screen



### Forced Arming

ire of arming the system when a zone is d is known as forced arming. If the oes not arm and a long beep is heard, ming is not permitted. If this is the case, ensure that all zones are sealed or isolated before you can arm the . Refer to *Section 11. Isolating Zones* on

### Arming in AWAY Mode

u leave your premises and require all be in a ready state to detect intrusion, ;system in AWAY Mode.

≥ two different methods for arming the i AWAY Mode. Method one is standard ys operates. Method two is optional and isabled by your installer if you do not se single button arming.

### Arming in STAY Mode 1

ode 1 is only used when the perimeter ed areas of the premises need to be detect an intruder from entering the . At the same time, you can move freely area that is automatically isolated.

r security company can program zones ally isolated in STAY Mode 1.

≥ two different methods for arming the i STAY Mode 1. Method one is standard ys operates. Method two is optional and isabled by your installer if you do not se single button arming.

### Entry Guard Timer for STAY Mode 1

ning the system in STAY Mode 1, an entry timer called Entry Guard Timer for ode 1 is available. Use this entry timer to sirens if a zone is not automatically and activated an alarm condition. Entry mer for STAY Mode 1 is the delay time all zones except 24-hour zones when m is armed in STAY Mode 1.

ry Guard Timer for STAY Mode 1 is

## 7. Disarming the Syst

When you enter the premises after the sy armed in AWAY mode, or if you armed th system in STAY Mode 1, you must disarm system to disable detection devices that an alarm.

### How to Disarm the System

Simply touch the Red Lock Icon in the ce the circle on your TouchOne screen (Fig

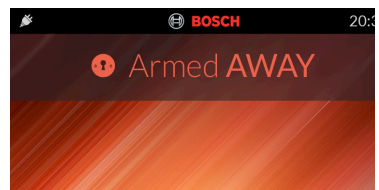
You will hear the Countdown time begin : Keypad will be displayed (Figure 22).

Enter your user code. You will hear two b sounds and the screen will display the W Circle with the small white Lock Icon in th center.

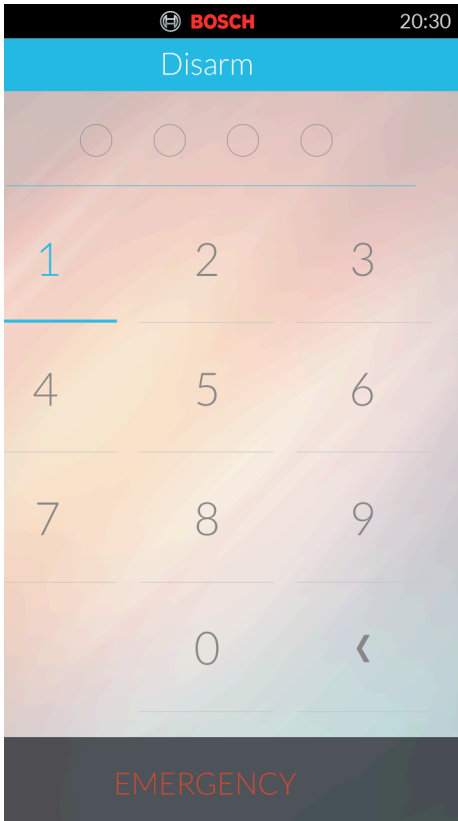
If you entered an incorrect four-digit user the whole screen will shake horizontally. need to enter the correct code to disarm system.

If you realized that you entered one or m the first three digits incorrectly, you can c entries by touching the back button at the right of your screen and then re-enter the user code.

Figure 21: The Touch to Disarm Scre



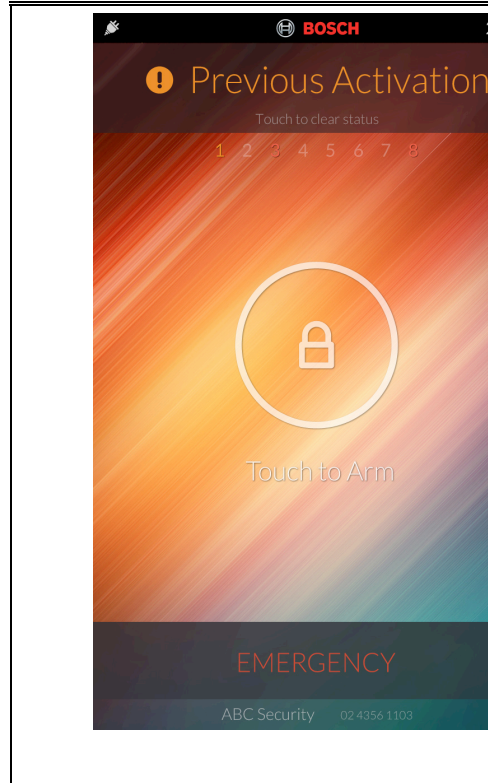
## 22: The Touch to Disarm Screen



As an alarm condition prior to disarming the system, a flashing zone indicator displays, indicating a previous alarm or Previous Activation condition.

Upon receiving this notification, you need to touch the Disarm button and then your Disarm button to clear the Previous Activation Status (Figure 23).

## 23: The Previous Activation Screen



## 8. User Codes

### 8.1 Adding User Codes

Only the Master Code holder can add or delete other system user codes, including the Master Code. Up to eight user codes can be programmed to operate the system.

**If a Master Code has not been setup for the system, User icons will be greyed out in the Settings Screen. Contact the Installer to setup your Master Code.**

#### How to Add a User Code

You need to be in the Settings Screen to perform this function.

To access the Settings menu, touch the Home button. You will be taken to the main Touch

eneral, touch the Rename Option to  
ame for this User. A Keyboard is  
d for you to enter the name.

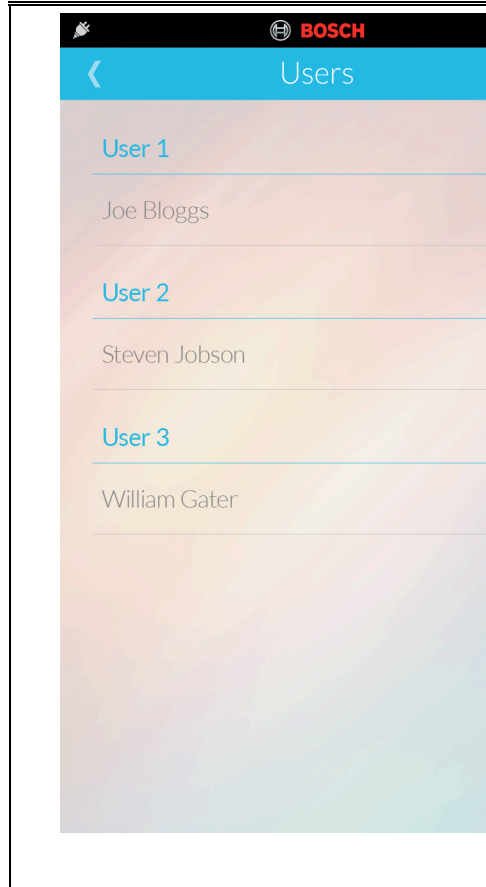
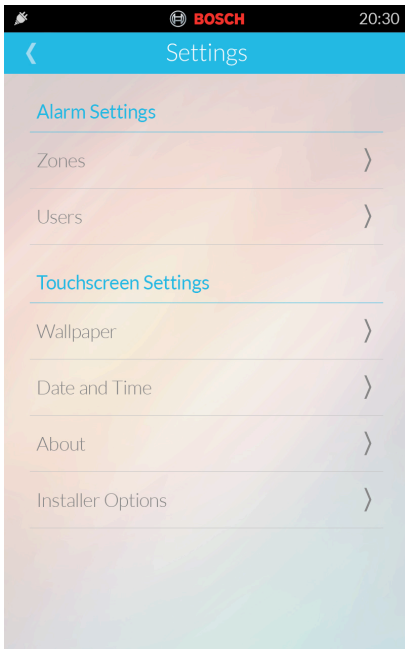
ODE, touch the EDIT symbol, a Numeric  
s presented for you to enter the CODE  
or the selected user (Figure 26).

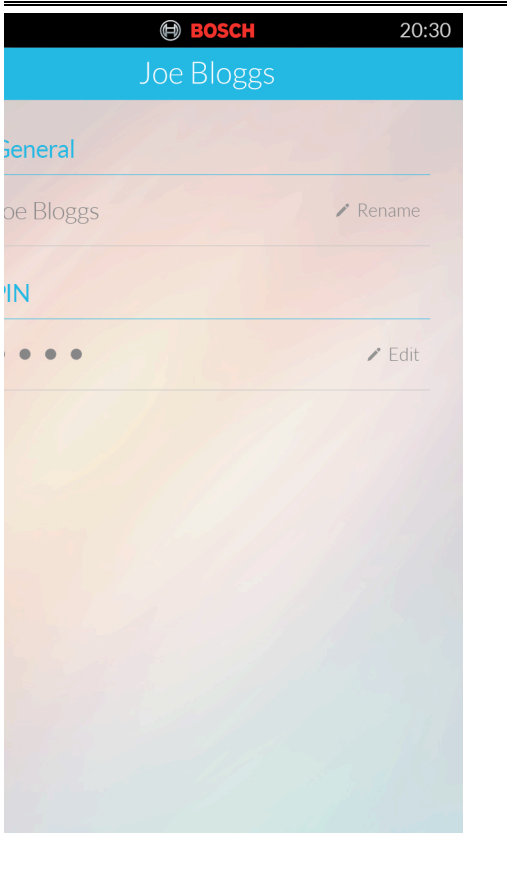
ch the USER Status Bar to save and  
system responds with two beeps.

ve an existing user, touch on the USER  
User List.

selected USER Screen is displayed,  
e “-“ button.

## 24: The Settings Screen





## 8.2 Adding Radio Remote Us Codes

Only the Master Code holder can add or other system user codes. Up to eight rad codes (User Codes 9 to 16) can be progr to operate the system.

You need to be in the Settings Screen to this function.

To access the Settings menu, touch the I bar. You will be taken to the main Touch screen.

Touch the Settings option.

The Settings Screen is displayed with va options.

Under Alarm Settings, touch the USERS Enter the Master Code number in the nui pad that is displayed.

You will be taken to the USER Screen.

To Add a NEW User, touch the “+” buttor Status Bar.

The New User screen is presented.

Under General, touch the Rename Optio enter a Name for this User. A Keyboard i presented for you to enter the name.

Under CODE, touch the EDIT symbol; a Keypad is presented for you to enter the Number for the selected user.

Then Touch the USER Status Bar to sav Exit. The system responds with two beep

To Remove an existing user, touch on th from the User List.

When the selected USER Screen is displ touch the “-“ button.

### How to Add a Radio Remote User Cod

You need to be in the Settings Screen to this function.

To access the Settings menu, touch the I

User screen is presented. Under touch the Rename Option to enter a name for this User. A Keyboard is presented for entering the name.

Touch the "ADD NEW RF KEYFOB" and a Setup Screen is displayed.

Enter the nine-digit ID found on the back of your current and held transmitter. The system will respond with one long beep and returns you to the USER screen.

Touch the USER Status Bar to Exit.

To change other radio remote user codes, follow the same procedure as many times as required.

To delete an existing user, touch on the USER User List.

Touch the selected USER Screen is displayed, touch the "-" button.

## How to Delete a Radio Remote Code

The Master Code holder can delete other user codes.

To be in the Settings Screen to perform deletion.

In the Settings menu, touch the Keypad option will be taken to the main TouchOne

the Settings option.

The Settings Screen is displayed with various options.

To arm Settings, touch the USERS option.

The Master Code number in the numeric keypad is displayed.

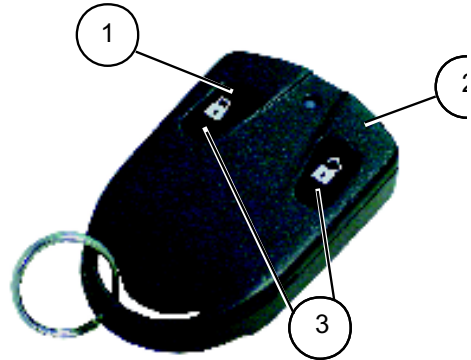
Touch the USER Screen.

To delete an existing user, touch on the USER User List.

Touch the selected USER Screen is displayed, touch the DELETE RF KEYFOB box.

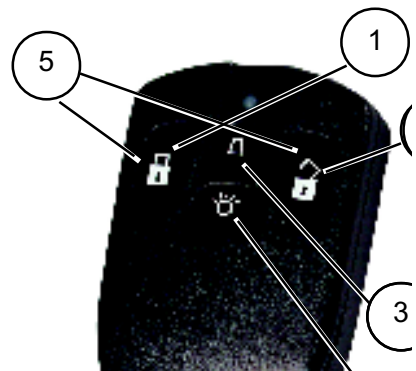
## 9. Radio Transmitter Operations

Figure 27: RF3332e: 2-Button Keyfob Transmitter



- 1 – Arm button
- 2 – Disarm button
- 3 – Arm and Disarm buttons: Press both buttons at same time for 2 sec to set Panic alarm.

Figure 28: RF3334e: 4-Button Keyfob Transmitter



# TouchOne Screen Alarms

## TouchOne Screen Emergency Alarm

The TouchOne Emergency alarm is used as a stand-alone alarm. This means your domestic alarm is not set-off. This Emergency alarm is only useful if your system is reporting a remote third-party security monitoring station that is authorized to take the appropriate action on your behalf.

The Emergency Activator Bar appears at the top of the TouchOne Keypad and on the TouchOne screens.

### Select and Trigger the Emergency

The EMERGENCY Bar on any screen appears.

The EMERGENCY Selection Screen is displayed (see Figure 29).

Two icons of the same color are displayed in Portrait Orientation and vertically (Landscape Orientation) for your selected EMERGENCY (e.g. Medical, Police or Fire).

When taken to the respective TouchOne screen where the name of the Medical Emergency Flashes on the Notification & Status Audible Alarm activates and sounds audibly on your screen (but not on your phone) on your premises. The screen color indicates the type of Emergency with a large icon (Green screen with a White Cross for Medical, Blue screen with a Shield icon for Police, Red screen with a Flame icon for Fire). When the TouchOne EMERGENCY Alarm sounds, enter your security code on the keypad.

Figure 29: The Emergency Selection

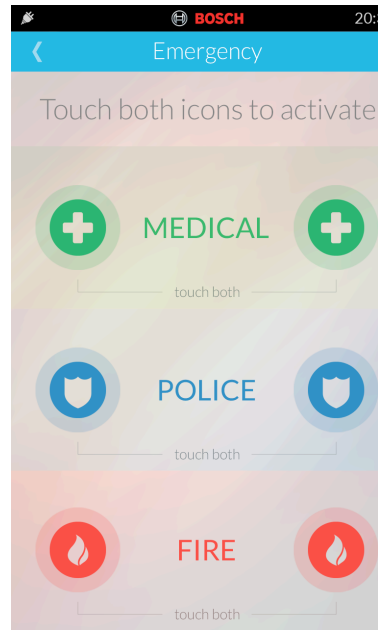
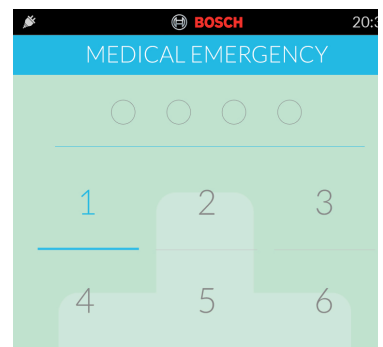
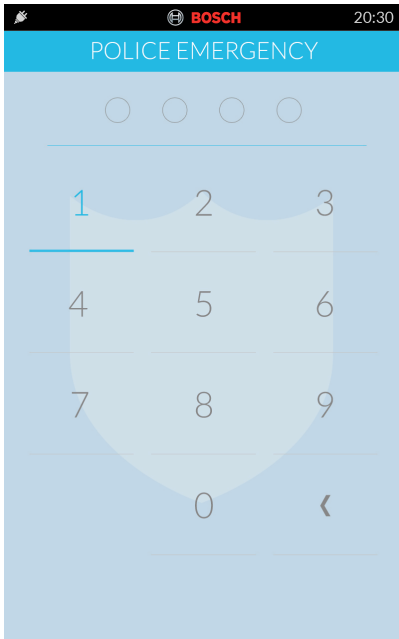


Figure 30: The Medical Emergency S



### 31: The Police Emergency Screen



### 32: The Fire Emergency Screen



## 10.2 Disarm Tamper Alarm (Access Denied)

Disarm tamper restricts the number of times an invalid user code can be used in an attempt to operate the system. When the number of incorrect code attempts equals the number programmed by your installer, the system activates an alarm condition. If reporting to a security monitoring station, the system reports an Access Denied report.

To shutdown and lockout the System for a period of time (0 sec to 150 sec), ask your installer to program this function.

## 11. Isolating Zones

Use isolating zones to manually disable or isolate more zones before arming the system. Once a zone is isolated, you can access that zone while the system is in the armed state without activating an alarm.

For example, you need to isolate a zone before arming the system a PIR detector to prevent false alarming, or you need to leave a particular zone while away.

Isolating zones is performed by one of two methods. Method two is optional and only for those user codes programmed by your installer who have access to isolate zones.

### 11.1 Standard Isolating

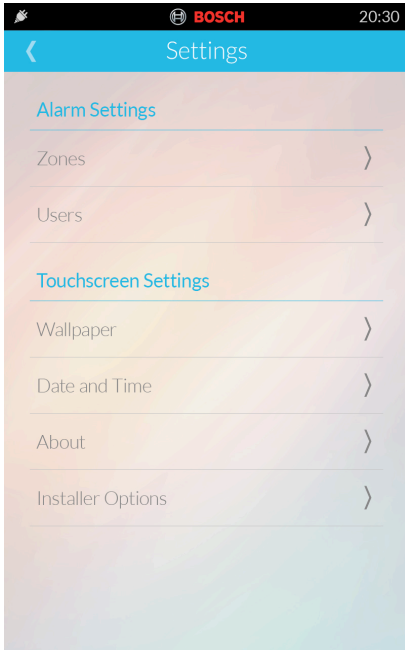
Standard isolating allows all operators to isolate zones without knowing a valid user code entered by the Installer).

#### How to Isolate a Zone

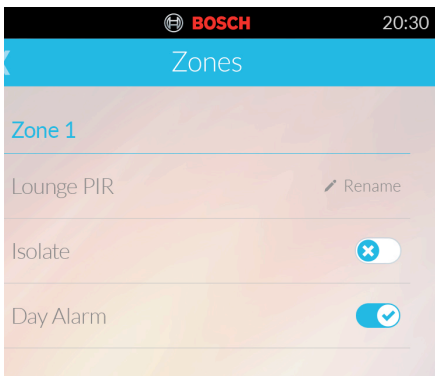
1. Touch the Keypad Bar to return to the Keypad Screen.
2. Touch the SETTINGS option to take you to the Settings screen (Figures 33).
3. On the Setting Screen touch ZONES Alarm Settings. The ZONES Screen displays a list of all your Zones (Figures 34).
4. Enter the User Code (as given by the



### 33: The Settings Screen



### 34: The Zones Screen



## 12. Settings

You can set or modify various Setting on TouchOne Unit (Figures 35).

**Alarm Settings** – You can set up and modify Zones, Users and Output Controls.

Some of these settings can only be accessed by your Alarm technician or if you are given a specific level code.

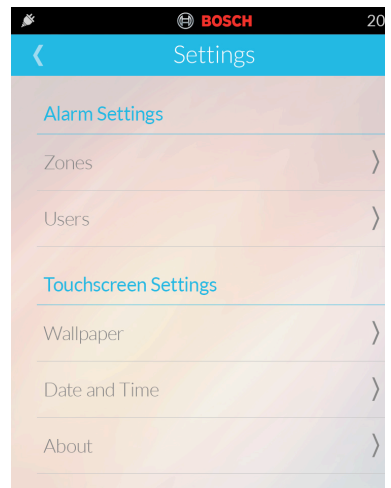
To access the Settings menu, touch the Home bar. You will be taken to the main Touchscreen screen.

Touch the Settings option.

You will see the Settings Screen with various options.

**Touchscreen Settings** - These include the ability to set the Date & Time, to control the Sound volume of your TouchOne, the brightness of the Display, to set the timing for the screen to go into Standby, and to Select the default Wallpaper for your unit.

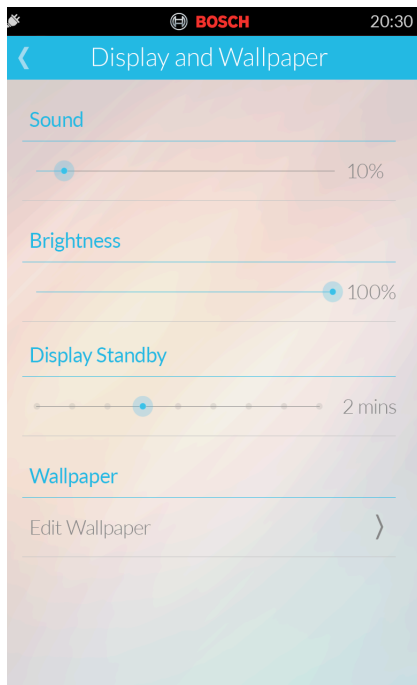
**Figure 35: The Settings Screen**



fitness of your TouchOne screens can be achieved by adjusting the Brightness slider and moving it to the left and right to decrease or increase the brightness.

The Display Stand by option allows you to set a time for your Touch screen to remain illuminated before it goes into Standby (or Sleep) mode to conserve power. The time (in minutes) can be set by moving the Display Standby slider and moving it to the left and right to decrease or increase the time. If your TouchOne screen goes into Standby (or Sleep) mode (the screen goes out black), simply touch on any blank area of the screen to Wake Up your device. This will take you back to the Home Screen.

### 36: Display & Sound Settings Screen



Then under Wallpaper, Touch the Edit Wallpaper option. You will see the Wallpaper selection screen.

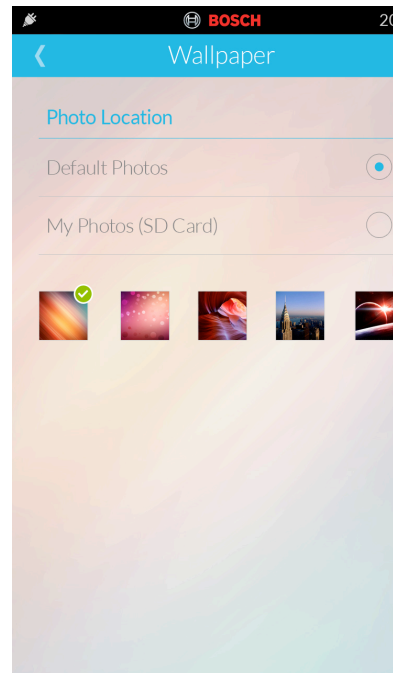
Touch the Radio Button for Default Photos and you will see a number of Default Wallpaper icons (Figure 37).

Touch on one of the Wallpaper icons you wish to use. The selected Wallpaper will be displayed on the screen called Set Wallpaper.

Click SAVE to confirm your selection or CANCEL to get back to the Wallpaper selection screen.

Keep tapCodeg on the Status Bar to get back to the Home screen.

### Figure 37: The Wallpaper Selection Screen



If you wish to use a Default Photo for your wallpaper, touch the Default Photos radio button.

h to use one of your own Photo for your r, you need to insert your SD Card on of your TouchOne UI first. Your photos n JPEG, PNG or BITMAP formats only.

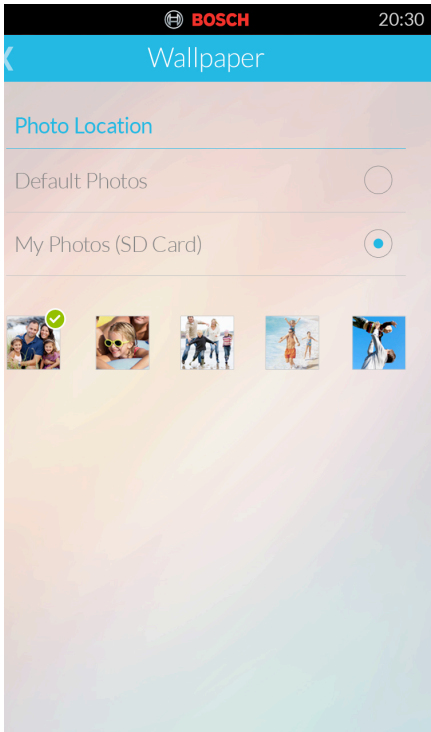
My Photos (SD Card) Radio Button to gure 38).

ch one of the Photo icons you like. The Photo will be displayed on your screen t Photo.

√E to confirm your selection or CANCEL ck to the Wallpaper selection screen.

ping on the Status Bar to get back to the reen.

### 38: The Photo Selection Screen



## Setting the Date and Time

Touch the Keypad Bar to return to the Home screen.

Touch the SETTINGS option to take you to the settings screen.

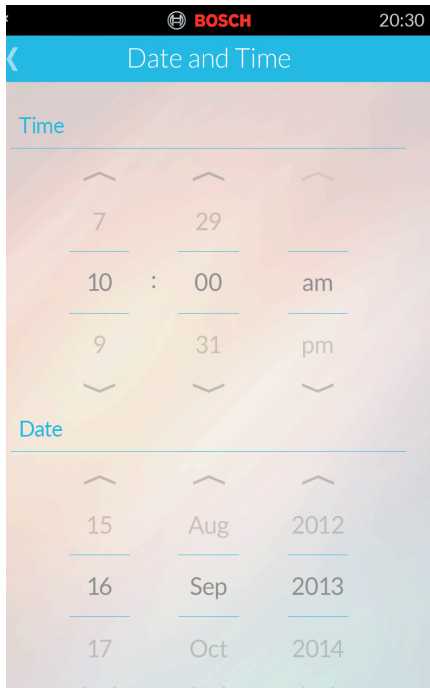
Touch the TOUCH SCREEN SETTINGS option on touch DATE and TIME. The Master Code Keypad appears.

Enter your MASTER CODE Number. The Date and Time Screen appears (Figure 39).

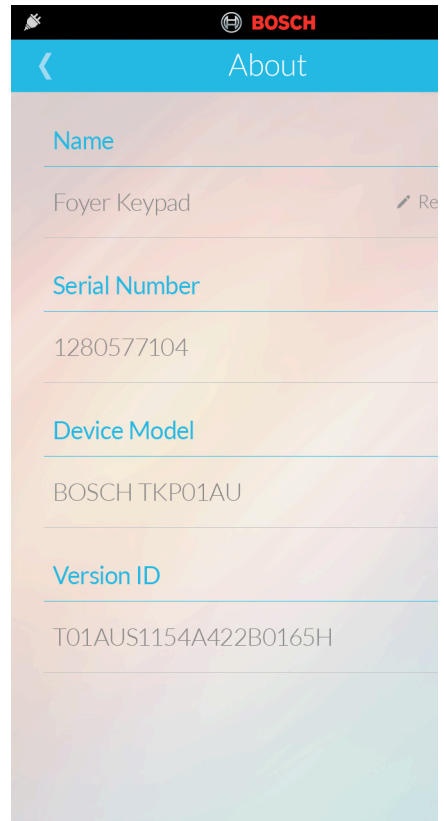
Touch and Drag the values to set your Date and Time.

The system confirms with two beeps.

### Figure 39: The Date & Time Settings Screen



### Figure 40: The About Screen



## 13. Fault Analysis Mode

If a fault occurs, the FAULT or MAINS indicator will flash on the Keypad Screen and beeps occur every min.

If the AC MAINS supply fails, the MAINS indicator flashes until the AC MAINS supply is restored. Pressing the [AWAY] button once acknowledges the fault.

down the [5] key until two beeps sound. The FAULT indicator remains steady and the ZONE and AWAY indicators flash in unison. The indicator displays the type of fault that occurred (for example, Zone 1 = System Fault). Refer to *Table 11: Fault Indicators* on page 25 for the list of possible system faults. To further determine the type of fault that occurred, press and hold down the key that corresponds to the zone indicator displayed. For example, if Zone 1 displayed System Fault, press and hold the [1] key to display the system fault occurred.

- To exit Fault Analysis Mode and return to the disarmed state, press the [AWAY] key. The FAULT indicator continues to display until the TouchOne Screen stops sounding or 5 min.

## 1: Fault Indicators

Fault Description	Hold Down Button	Zone Indicator	Fault Condition
System Fault	1	1	Battery Fail
		2	Date and Time
		3	RF Receiver Fail
		4	Horn Speaker Fail
		5	Telephone Line Fail
		6	EEPROM Fail
		7	AUX Power Supply Fail
		8	AC Fail
RF Low Battery	2	1 to 8	Zones 1 to 8 RF Low Batt
Zone Tamper Alarm	3	1 to 8	Zones 1 to 8 Tamper Alar
Sensor Watch Fault	4	1 to 8	Zones 1 to 8 Sensor Watc
RF Sensor Watch	5	1 to 8	Zones 1 to 8 RF Sensor V Fail
Communication Fail	6	1	Receiver 1 Fail
		2	Receiver 2 Fail

## TouchOne Fault Descriptions

### Connection Failure

A connection failure occurs when the TouchOne unit loses connection with the alarm system. You will not be able to control your alarm system from this device until the connection has been restored.

You must contact your alarm technician immediately.

At such an event, this screen will appear on your TouchOne unit (Figures 41).

**Figure 41: The Connection Failure Screen**



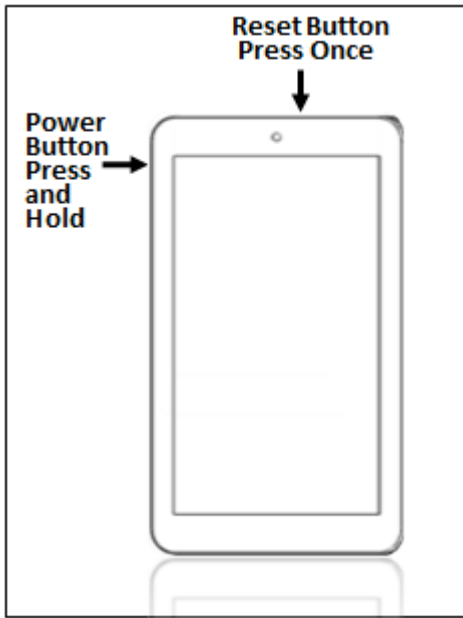
## 2 Resetting the TouchOne Unit

A connection failure can also occur if the TouchOne unit fails and the screen goes completely blank as if it is switched off. In such a condition, the unit needs to be reset.

To reset the TouchOne unit:

1. Ensure the power is switched OFF on your alarm panel and OneTouch.
2. Locate the very first button on the left side of your TouchOne screen about 20mm down from the top corner as shown in Figure 42. This is the Power Button.
3. Using the oblong “Button Tool” with the pointed end, or a blunt object such as a pen or small flat screw driver, PRESS and HOLD the Power button for a few seconds until the power comes on but the screen may still be blank. In this case, you will need to Reset the system.
4. Locate the Reset button on the right side of your TouchOne screen, about 10mm to the right of the camera lens as shown in Figure 42.
5. Using the oblong “Button Tool” with the pointed end, or a blunt object such as a pen or small flat screw driver, PRESS the Reset button once.
6. The screen then becomes active and shows you the H8 Operating System loading.
7. Click OK if any messages show.
8. The SYSTEM OK message and Standby Screen will appear for you to start using the system again.

**Figure 42: Resetting the TouchOne Unit after a connection or Power failure**



## System Fault Descriptions

### System Fault

The system fault only displays when any of the following faults occur. After entering Fault Analysis Mode, press and hold the [2] key to determine which of the following faults occurred.

**Date and Time** – The date and time fault registers every time the system is powered down. This type of fault does not cause the AULT indicator to display on the TouchOne Screen unless your installer programmed the automatic arming time. Refer to 12.1.3 on page 23 to program the date and time.

**EEPROM Fail** – An EEPROM fail registers when the system detects an internal checksum error. Contact your installer soon as this fault displays.

**AUX Power Supply Fail** – This fault occurs when either of the two 1 A AUX power supplies fails. Contact your installer as soon as this fault displays.

### 2 RF Low Battery

This fault occurs when any of the RF wireless devices report a low battery condition to the control panel. While in Fault Analysis Mode, press and hold the [2] key until two beeps sound. This displays the zone reporting the RF Low Battery fault.

### 3 Zone Tamper Fail

This fault occurs when any zone becomes an open circuit. Press and hold the [3] key until two beeps sound. This displays the zone reporting the tamper fail fault.

### 4 Sensor Watch Fault

A sensor watch fault registers because one or more detection devices failed to communicate any movement during the disarmed time period programmed by your installer. The fault clears once the zone in question detects movement and registers movement. Press and hold the [4] key until two beeps sound. This displays the zone reporting the sensor watch fault.

### 5 RF Sensor Watch

An RF sensor watch fault registers because one or more RF detection devices fails to communicate to the RF radio receiver for the time period programmed by your installer. The fault clears once the RF device in question successfully transmits to the RF radio receiver.

Press and hold the [5] key until two beeps sound. This displays the RF detection device reporting the RF sensor watch

## Turning Outputs On/Off

ure is only applicable if your installer set up t that can be turned on or off by the e Screen. The output programmed by your an control a pool pump or outside lighting. e separate outputs can be programmed.

### Turn an Output On or Off

h the Keypad Bar to return to the Home an.

h the SETTINGS option to take you to the gs screen.

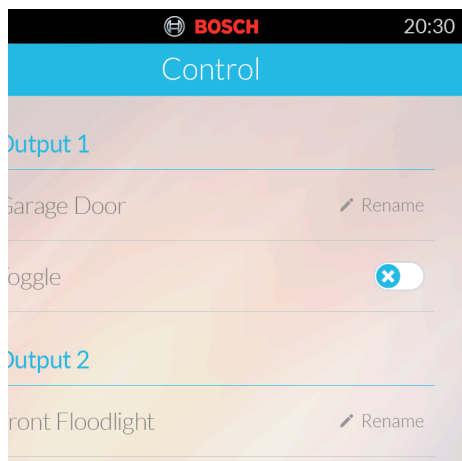
r TOUCH SCREEN SETTINGS Option 1 OUTPUT CONTROL. The CONTROL an appears with a list of all your Output s (Figure 43).

r your selected Output Zone touch the x to change it to a tick.

touch the Zones Status Bar to confirm Zone selection(s).

at Steps 2 to 5 if you wish to select or lect OUTPUT ZONES.

### 43: The Output Control Settings Screen



## 15. Reset Latching Output

This feature is only applicable if your install programmed an output to latch (remain on) acknowledge the event that occurred.

### How to Reset Latching Outputs

Hold down the [7] key until two beeps sound. The output resets.

## 16. Telco Arm/Disarm Sequence (Call Forward On/Off)

Use this feature to program the Telco Arm Sequence and Telco Disarm Sequence.

### 16.1 Telco Arm Sequence

Use to program the Call Forward – Immediate sequence or Call Forward – No Answer sequence to automatically operate when you arm the in the AWAY Mode. This feature is only available if your telecommunications provider has the call forward option available.



The examples given in this feature are only applicable to Australia.

#### Call Forward – Immediate On

You can redirect calls to anywhere in Australia, including mobile phones, pagers, and answering services. When Call Forward is turned on, your telephone does not ring.

#### Call Forward – No Answer

When your telephone is not answered within a set time, this feature redirects all incoming calls to a pre-programmed number anywhere in Australia. You can still make outgoing calls.

#### How to Program the Telco Arm Sequence

1. Enter your four character Master Code, followed by the [3] and [AWAY] keys (for example [25803AWAY]).



To disable the Telco Arm Sequence, enter the Call Forward Sequence as [STAY4] (break) for *Step 3*.

## Telco Disarm Sequence

function to automatically disable the call sequence upon disarming the system.

### Program the Telco Disarm Sequence

Enter your four-character Master Code, followed by the [3] and [AWAY] keys (for example, [25803AWAY]). Three beeps sound, and the STAY and AWAY indicators flash.

Press the [2] key followed by the [AWAY] key to start the Telco Disarm Sequence. Three beeps sound.

Enter the Call Forward Disable Sequence (for example, [AWAY61AWAY] to disable the No Answer Call Forward sequence, or [AWAY21AWAY] to disable the Call Forward Immediate Sequence).

To program a "AWAY" in the Telco Disarm Sequence, enter [STAY2].

Press the [AWAY] key when finished. Three beeps sound, and the STAY and AWAY indicators turn off.

To disable the Telco Disarm Sequence, enter the Call Forward Sequence as [STAY4] (break) for *Step 3*.

## 0: Telco Arm/Disarm Dialing Digits

# 17. Testing

The following functions let you confirm that system is operating correctly. **Ensure you a TouchOne Keypad screen first to perform the function.**

## 17.1 Horn Speaker Test

Hold the [1] key until two beeps sound. The horn speaker sounds for 2 sec.

## 17.2 Bell Test

Hold the [2] key until two beeps sound. The bell output operates for 2 sec.

## 17.3 Strobe Test

1. Hold the [3] key until three beeps sound. The strobe flashes.
2. Hold the [3] key until two beeps sound. The strobe stops flashing.

## 17.4 Walk Test Mode

Use Walk Test Mode to test detection devices to ensure that they are operating correctly. Every time you test a zone, the TouchOne Screen sounds a long beep, and the horn speaker sounds a short beep to indicate that the zone is activated via testing.

1. Enter your four character Master Code, followed by the [7] and [AWAY] keys (for example, [25807AWAY]). Three beeps sound, and the STAY and AWAY indicators flash. The TouchOne Screen sounds a long beep once every sec while the system is in Walk Test Mode.
2. Activate all zones requiring the test.
3. When you finish testing all required zones, press the [AWAY] key to exit from this mode. Two beeps sound, and the STAY and AWAY indicators turn off. The system returns to the disarmed state.

## 17.5 Test Report

This feature only applies if your system requires using the telephone. By holding down the [1] key until two beeps sound, the system sends a

## Enter Event Memory

Enter your four-character Master Code, followed by the [AWAY] button (for example, [1234][AWAY]).

The system will play a short beep sound. The last 40 events display one by one on the TouchOne Screen indicators, with the most recent event. A beep sounds when an event displays.

## Day Alarm

The system monitors a combination of zones during the armed state. It beeps the TouchOne Screen when activated. Only your installer can program the system to 4 to operate for day alarm.

The system can be configured for the front door of the shop with a pressure mat or electronic beam that will activate as they enter the shop. When they step on the pressure mat or break the electronic beam, the TouchOne Screen buzzer will sound.

### Turn Day Alarm On

Press the [4] key until three beeps sound. The system turns on. All zones programmed for day alarm will cause the TouchOne Screen buzzer to beep during the disarmed state when activated.

### Turn Day Alarm Off

Press the [4] key until two beeps sound. The system turns off.

## TouchOne Screen Buzzer Tone Change

Press the [8] key to change the tone of the TouchOne Screen buzzer. There are 50 different tones from 1500 Hz to 5000 Hz. If multiple TouchOne Screens are installed, each TouchOne Screen can have a different tone.

## Remote Arming by

- When the control panel answers the incoming call, a short jingle sounds. To arm the system, press the [STAY] key on the touch-tone telephone for 1 sec to 3 sec.

If you hear modem tones when the control panel answers the incoming call, the system was programmed for remote programming functions by your installer. Wait for a pause between the tones before pressing the [STAY] key.

After releasing the [STAY] key on the touch-tone telephone, two beeps sound, indicating that the system is armed in AWAY Mode.

- Hang up the telephone and the system is armed.



If your installer programmed answer machine bypass, call the control panel twice to make a connection with the system. For example, call the telephone number your control panel is connected to and let the call ring no more than 30 seconds. Hang up the telephone. Wait a minimum of 8 sec before you call the control panel again.

## 22. Domestic Dialling

Domestic dialling can be used to call your mobile phone or a relative/friend if your control panel activates an alarm. Up to three different telephone numbers can be programmed for the control panel to call when an alarm occurs. Your installer can program the system to register the domestic format. The Master Code hold can change the telephone numbers at any time.

### 22.1 Acknowledging Domestic Calls

When an alarm condition occurs, the system calls the first programmed telephone number. When it answers an incoming call, the system repeats the alarm tone followed by a pause, continues for 2 min (for example, siren tone, pause, siren tone, and so on).

## 2: Domestic Dialing Telephone Digits

Digit	Number to Program	Digit Required	Number to Program
0		8	8
1		9	9
2			
3		STAY	STAY1
4		AWAY	STAY2
5		4-sec Pause	STAY3
6		Break	STAY4
7			

## Programming Domestic Telephone Numbers

If your system is set up for domestic dialing, any code holder can program telephone numbers that the control panel calls in the event of an emergency.

### Program Telephone Numbers

To program a telephone number, enter your four character Master Code, followed by the [2] and [AWAY] keys (for example, [25802AWAY]).

Two beeps sound and the STAY and AWAY indicators flash.

If there are telephone numbers already programmed, they display one digit at a time by touchOne Screen indicators.

If there are no telephone numbers programmed, no beeps sound after entering this mode. The two beeps normally sound after the last of the last telephone number displays.

Enter all digits for the first telephone number (for example, [96721717]).

After each digit is entered, the corresponding touchOne Screen indicators display.

If there is more than one telephone number to program, press [STAY4]. This inserts a break between the first telephone number and the second.

## 22.3 Disable Domestic Dialing

To cancel domestic dialing (for example, you are moving and do not want the system to continue calling your mobile phone), enter the following sequence.

1. Enter your four character Master Code, followed by the [2] and [AWAY] keys (for example, [25802AWAY]).  
Two beeps sound and the STAY and AWAY indicators flash.
2. Press the [STAY] key followed by the [4] and [AWAY] keys (for example, [STAY4AWAY]).  
The STAY and AWAY indicators are displayed.

## 23. Basic Pager Reporting

This feature only applies if your system reports to a pocket pager. Basic pager reporting requires interpretation of the numbers appearing on display. It is possible to differentiate between different systems when a number of control panel reports to one pocket pager.



The Pager format supports only one zone.

## 23.1 Basic Pager Display Information

### Subscriber ID Number

This is the identification number of the control panel which can only be programmed by your installer.

### Zone Status

The zone status display shows the status of each zone (1 to 8). *Table 13: Zone Status Display Descriptions* on page 31 describes the meaning of each number when it appears on the zone status display.

**Table 13: Zone Status Display Descriptions**

Number Displayed	Zone Description
------------------	------------------

## System Status

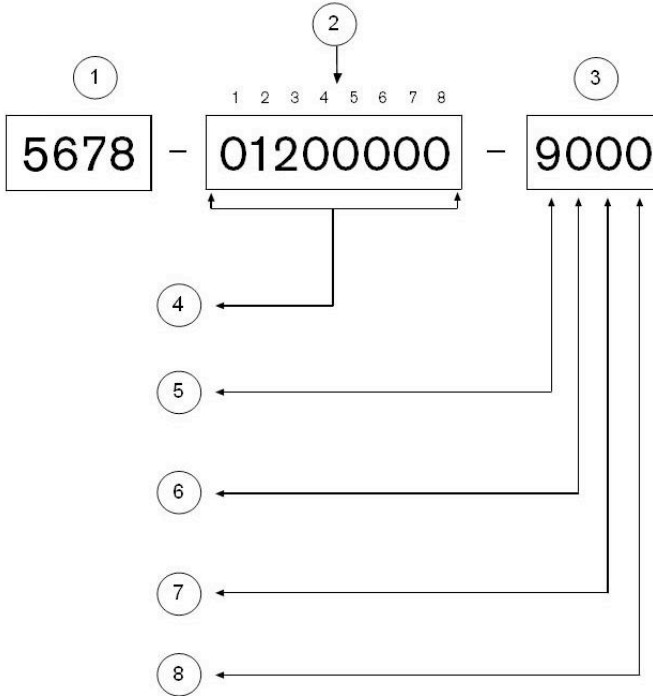
The system status information is divided into four digits.

**Table 14: System Status**

System Status Display	Description
First digit	Indicates whether the system is armed or disarmed: 8 = Disarmed 9 = Armed
Second digit	Indicates which Codepad Signal Alarm was activated by the control panel: 0 = No Codepad Alarm 1 = Codepad Panic or Duress Alarm 2 = Codepad Fire Alarm 3 = Codepad Medical Alarm
Third digit	Indicates when the AC MALL supply fails: 0 = AC Supply is normal 1 = AC Supply has failed
Fourth digit	Indicates when a system fault occurs at the control panel: 0 = System Normal – There are no faults 1 = System Fault – There is a fault registered by the control panel

*Figure* on page 33 shows that the transmission came from the control panel with ID number 1 and that zone 2 is in alarm. The figure also shows that zone 3 was manually isolated and the system is armed.

**33: Basic Pager Display**



*subscriber ID number*  
*system status*  
*alarm status*  
 - Zone Normal  
 - Alarm  
 - Manually Isolated  
 - Auto Isolated  
 - Disarmed  
 - Armed

6 – 0 – Normal  
       1 – Panic/Duress  
       2 – Fire Alarm  
       3 – Medical Alarm  
 7 – 0 – AC Normal  
       1 – AC Failure  
 8 – 0 – System Normal  
       1 – System Fault

# Glossary of Terms

## 5: Glossary of Terms

	Description
zone	A monitored input where tamper switches and emergency switches can be connected. If one of these switches is violated at any time (whether the system is armed or disarmed), an alarm is reported.
24-Hour zone	The status when an alarm system is armed and one of the detection devices is violated. A 24-Hour zone (for example, a smoke detector) can activate when the system is armed or disarmed.
Answering machine	A condition that enables connection with the control panel for remote arming and remote programming operations when there is an answering machine or facsimile machine on the same telephone line.
Area One	A device used to communicate with a system that is partitioned into two separate areas. All commands you issue with the area TouchOne Screen apply only to the designated area, and not the other area.
Armed (System ON)	A status in which the system is ready to accept alarms.
Automatic arming	Programming that allows the system to arm automatically at the same time each day in AWAY Mode or STAY Mode 1.
Automatic disarming	Programming that allows the system to disarm automatically at the same time each day in AWAY Mode or STAY Mode 1.
Armed Mode	The mode used to arm your system when you leave your premises.
Area Screen	A device that allows you to perform all functions such as arming, disarming, and programming of your alarm system.
Armed	Programming that allows a combination of zones to be monitored while the system is disarmed.
Area	A unit installed as a satellite component in a security system designed to detect an intruder within a protected area. Some common forms of detection devices are passive infrared, smoke, photo electric beams, reed switches, and vibration sensors.
Disarmed	A system status that does not accept alarms, except for 24-Hour zones.
Backup battery	A method used to monitor and test the condition of your backup battery.
Delay	A programmed delay of the system alarm responses that allows a person to enter a building through the entry door to turn the system off.
Alarm equipment	Any device connected to a security system, such as a detector, TouchOne Screen, or siren.
Arming	A method of overriding the safety feature that prevents arming with a fault zone on a control panel.

**5: Glossary of Terms15: continued**

	<b>Description</b>
	A condition or type of alarm in which the user requires either immediate p medical assistance.
	Refers to a zone's status. If a zone is sealed, the detection devices are n violated and the zone indicator is not lit (that is, a reed switch is closed or detector is on standby waiting for an intrusion).
watch	A feature that allows the control panel to recognize when detection device might have stopped working. Sensor watch monitors the operation of a zc over a programmed time period.
arm	An alarm that sounds only at a remote location, and gives no obvious loc: indication that an alarm was sent out.
mode 1	A condition that automatically isolates certain zones when the security sy armed in this mode. Only the installer can program these zones.
mode 2	A condition that automatically isolates certain zones when the security sy armed in this mode. The Master Code holder can program these zones.
ring ce	A feature that automatically diverts a telephone number to another teleph when a security system is armed in AWAY Mode, the same as using call forwarding.
sarming ce	An automatic suspension of diverting of the telephone when the system is disarmed.
id	Refers to a zone's status. If a zone is unsealed, the detection devices are violated and the zone indicator is lit (that is, a reed switch is open or a de noted an intrusion).
de	A numeric code used to arm and disarm the system.
	A monitored input used to activate an alarm. A zone might be set up to ac an alarm only when the system is armed or to operate whether the syste armed or disarmed.







### Code Names

**Master Code**

User Code 1 _____	<input checked="" type="checkbox"/>	User Code 9 _____
User Code 2 _____	<input type="checkbox"/>	User Code 10 _____
User Code 3 _____	<input type="checkbox"/>	User Code 11 _____
User Code 4 _____	<input type="checkbox"/>	User Code 12 _____
User Code 5 _____	<input type="checkbox"/>	User Code 13 _____
User Code 6 _____	<input type="checkbox"/>	User Code 14 _____
User Code 7 _____	<input type="checkbox"/>	User Code 15 _____
User Code 8 _____	<input type="checkbox"/>	User Code 16 _____

### Exit Times

_____	Exit Time	_____
_____	Entry Guard Time	_____

### Options

Instant Arming	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Forced Arming	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Instant Disarming	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Remote Arming by Telephone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
			Automatic Arming Time	_____	
			Automatic Disarming Time	_____	

## Notification Options

Base Reporting

 YES

 NO

Domestic Reporting

 YES

 NO

Domestic Reporting – Number of Beeps

## System Information

Response Time

Min

Can this system be serviced by another technician?

 YES

 NO

If Yes, Installer's Code

## RF User Code ID Numbers

Place RF Radio Keyfob ID Sticker in the appropriate location below.

Radio User Code 9 ID Number	13	Radio User code 13 ID Number
Radio User code 10 ID Number	14	Radio User code 14 ID Number
Radio User code 11 ID Number	15	Radio User code 15 ID Number
Radio User code 12 ID Number	16	Radio User code 16 ID Number

## RF Device ID Numbers

Place RF Device ID Sticker in the appropriate location below.

RF Device ID Number	Zone Number	RF Device ID Number
RF Device 1 ID Number	9	RF Device 9 ID Number
RF Device 2 ID Number	10	RF Device 10 ID Number
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