Solution 16plus

Security Systems

EN | User Guide
Security System

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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 shall 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 as 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.

Warnings

1) **This product must be installed by a qualified and licensed security installer.**
2) **This product may not perform as expected if installed incorrectly.**
3) **Some features of this product require a working telephone line to operate and telephone communication service provider charges may be applicable.**
4) **Australian standard AS 2201 require regular service by qualified and licensed security persons and regular user testing. Please consult your security alarm company for further details.**
5) **Incorrect programming of options can result in operation contrary to what may be desired.**
6) **Leave the mains adapter plugged in at all times.**
7) **Leave the telephone line plugged in at all times under normal conditions.**

Notice to Owner

Thankyou for selecting the Solution 16Plus Security Control Panel for your security needs. Your system includes many advanced features and functions which will be programmed and configured by your security consultant during installation. Depending on the configuration, and your access level, you may have the ability to program certain features within the system to suit changes in your security needs. For example you may wish to change a User Name or PIN number when a staff member leaves.

This manual explains all aspects of system operation as well as detailling the various programming options available to you. We ask that you take the time to read this manual carefully and that you have your installer explain the basic system operation and configuration to you when the installation is complete.

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Program Menu Tree

Table 1: shows all of the system options in a tabular format. Each option can be access by pressing the Menu key and then drilling down using the arrow and OK keys until the required option is listed on the display. A quick way to jump to a particular option is to press the Menu key followed by the specific option number.

You may be asked to enter your PIN when accessing some options.

Example:

To set a new call forward number enter MENU + 5 + 1 + 6 and then follow the on screen prompts.

1	Access
1-0	**Commands**
1-0-0	Erase User
1-1	**PIN Codes**
1-1-0	Change Own PIN
1-1-1	Change Other PIN
1-1-2	Add PIN
1-1-3	Delete PIN
1-2	**Token**
1-2-0	Add Token
1-2-1	Delete Token
1-2-2	Token Status
1-3	**RF Keyfob**
1-3-0	Add Keyfob
1-3-1	Delete Keyfob
1-4	**User Properties**
1-4-0	User Name
1-4-1	Area Assignment
1-4-4	Timer Group
1-4-5	Access Assignment

2	Areas
2-0	**Commands**
2-0-0	Area Status
2-0-1	Turn Area On/Off
2-0-2	Turn All Areas On
2-0-3	Turn All Areas Off
2-0-4	Move To Area
2-0-5	Chime On/Off
2-1	**Area Properties**
2-1-0	Area Name

3	Inputs
3-0	**Command**
3-0-0	Zone Status
3-0-2	Bypass Zones
3-0-3	Set Chime Zones
3-0-4	Set Part 2 Zones
3-0-5	Smoke Sensor Reset
3-1	**Zone Properties**
3-1-0	Zone Name
3-9	**Input Testing**
3-9-0	Walk Test All Zones
3-9-1	Walk Test A Zone

4	Outputs
4-0	**Commands**
4-0-0	Output Status
4-0-1	Turn Output On/Off
4-1	**Output Properties**
4-1-0	Output Name
4-9	**Output Testing**
4-9-0	External Siren Test
4-9-1	Internal Siren Test
4-9-2	Strobe Test

5	Comms
5-0	**Commands**
5-0-0	Set Domestic Number
5-0-1	Call/Answer RAS
5-0-2	Call Forward On/Off
5-0-3	Check Web Email
5-0-4	Email System Log
5-1	**Telephone Numbers**
5-1-5	Domestic Number
5-1-6	Call Forward On
5-1-7	Call Forward Off
5-5	**Registration**
5-5-0	Customer
5-9	**Periodic Test**
5-9-0	Send Test Report

6	Devices
6-0	**Commands**
6-0-0	LAN Status
6-1	**Keypads**
6-1-0	Volume
6-1-1	Contrast
6-1-2	Backlight

7	System
7-0	**Commands**
7-0-0	Panel Status
7-0-1	System Trouble
7-0-2	History Log
7-1	**Clock**
7-1-0	Set Date & Time
7-5	**Schedules (TEF)**
7-5-0	Name
7-5-1	Time
7-5-2	Day
7-5-3	Function
7-6	**Holidays**
7-6-0	Name
7-6-1	Start Stop Dates
7-7	**System Options**
7-7-3	Keypad Hi/Lo Temp
7-9	**System Testing**
7-9-0	Walk Test All Zones
7-9-1	Battery Test

Table 1: Control Panel Menu Tree

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Introduction

Your system helps to secure life, property and investments against fire, theft and bodily harm. It consists of a keypad (or keypads), sensors such as motion detectors or devices located on doors and windows, and other sensing devices designed to detect the presence of smoke or combustion. The location and quantity of sensing devices will have already been discussed with you by your alarm installer.

Control of your security system is achieved through the unique Graphic keypad, which displays all system information in written text and graphical symbols. Its versatility and ease of operation, make it ideal for any home or business application.

Features

Listed below are the main features of the Solution 16Plus control panel.

- Up to 16 Fully Programmable Zones
- Fire Alarm Verification
- Up to 48 Unique PINs
- Up to 5 Relay Outputs (1 amp rating)
- 3 Open Collector Outputs
- Supervised Siren Driver
- 8 Programmable Schedules
- Up To 4 Areas (Common Area Programmable)
- Built-In Dialler
- Up To 8 Fully Supervised Graphic Keypads
- Keyswitch Input (Programmable)
- 256 History Event Memory
- EMI / Lightning Transient Protection
- Programmable Via Keypad
- Remote Programmable Via Upload/Download Software
- Alarm Event Memory
- Automatic Test Reports
- Built-In Telephone Line Fail Monitor

User's Guide

This user's guide shows you how to use and maintain your security system. It covers basic functions, such as turning the system on and off as well as some general programming. More complex programming and system configuration should be performed by your installer.

Many of the programming functions described in this guide will have already been programmed by your alarm installer while others may need to be programmed or changed by you. Depending on your particular system configuration some features described in this manual may not be available. Please discuss this with your alarm installer.

Functions outlined in this user guide may require you to enter your PIN (Personal Identification Number) so make sure you choose a number that is easy to remember. For security reasons do not write this code down or give it to anyone else. If more than one person needs to operate the system then you should create a unique code for them if this has not been done by your installer. This guide will explain how to do this.

Please take the time to familiarise your self with the following terms before reading the rest of this guide.

Zones

A 'Zone' is a detection device, or group of devices connected to your security system. Zones are identified by the area they monitor, such as a front door, bedroom window or hallway.

Faulted Zones

When a zone (such as a door or window) is closed, it is said to be 'normal'. When the door or window is open, the zone is said to be 'faulted'. When you turn your system on, you will usually want all of the zones in your system to be normal, although, you can turn your system on with faulted zones.

Zones Types

There are two basic types of zones, Non 24-hour and 24-hour. See below.

Non 24-Hour Zones

Non 24-hour zones respond to alarm conditions depending upon whether the system is turned on or off. They are programmed to either respond instantly to alarm conditions or to provide a delay for you to reach the keypad and turn the system off. Various zones will be located throughout your premises.

When you turn your system on, you have the option of turning on all zones (All On), or just some of the zones (Part On). Refer to

All On and Part On, on page 7 for more information.

Bypassed Zones

A zone which has been bypassed will remain unarmed when the system is armed. You may need to bypass a zone when doing renovations in the building or if a sensor becomes faulty. Bypassed zones will reset the next time the system is disarmed.

24-Hour Zones

24-hour zones are always on and cannot be turned off, even when the system is turned off (disarmed). There are two types of 24-hour zones, fire zones and non-fire zones.

What Is An Area?

The Solution 16Plus control panel comes defaulted and programmed for a single area configuration (Area 1), therefore, all zones are assigned to Area 1. The alarm system can be divided into 4 individual areas running off the same control panel. In this case, the security company would assign different sensors (zones) to each area according to the area they belong.

Example:

Partitioning a commercial business to 4 individual areas may be as follows:

Area 1 – Main entry/exit area

Area 2 – Sales

Area 3 – Administration

Area 4 – Dispatch

Each area can be controlled individually as if they were separate alarm systems.

All On

When you turn an area All On, you are turning on all non 24-hour zones, both interior (motion detectors) and perimeter (doors and windows of the building).

Part On

When you turn an area Part On, you only turn on some of the non 24-hour zones. Your security company will program which zones are included in this portion. Part zones may include only the perimeter (doors and windows) or your system, or sensors in other areas of your premises. Check with your security company to learn which zones are Part zones.

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Reporting Alarms

Your system may be programmed to send reports to your security company. Once the report is complete, the system returns the telephone to normal operation (check with your security company).

Your system makes repeated attempts to send reports to your security company. If your system fails to report, the keypad will display the 'service' symbol.

About the Keypad

Your keypad has 20 keys or buttons. The buttons allow you to input instructions and navigate the menu screens as required. Some buttons have a secondary function which is activated by holding them down for two seconds.

Each button's function is described below:

Keypad Keys

Key	Description
0 to 9	The numeric keys allow you to enter you numbers when required
MENU	Use the [MENU] and the numeric keys to enter commands. The [MENU] key is also used to go back one level when navigating through menus or to exit a programming location without saving changes.
ALL ON ON	The [ON] key allows you to turn an area or output on. To turn all areas on at the same time when the system has been partitioned, press and hold the [ON] key for two seconds.
BYPASS PART	The [PART] key allows you to turn an area Part On. This key can also be used to bypass a zone or multiple zones when you press and hold for two seconds.
ALL OFF OFF	The [OFF] key allows you to turn an area or output off. To turn all areas off at the same time when the system had been partitioned, press and hold the [OFF] key for two seconds.
OK	The [OK] key allows you to save any changes and exit the command.
TEST MAIL	The [MAIL] key allows you to read stored mail. This key can also be used to initiate a dialler test when you press and hold for two seconds.
←	The [←] key allows you to move the cursor left when programming text or telephone numbers.
→	The [→] key allows you to move the cursor right when programming text or telephone numbers.
↑	The [↑] key allows you to navigate through menus or to toggle characters when programming telephone numbers.
↓	The [↓] key allows you to navigate through menus or to toggle characters when programming telephone numbers. Pressing The [↓] key will display current trouble conditions when the area that the keypad is displaying is disarmed.
1 + 3 for 2 sec	Pressing the 1 and 3 keys together and holding them down for 2 seconds will cause a Panic alarm to be triggered. If programmed the sirens will sound and the monitoring station will be notified.
4 + 6 for 2 sec	Pressing the 4 and 6 keys together and holding them down for 2 seconds will cause a Fire alarm to be triggered. If programmed the sirens will sound and the monitoring station will be notified.
7 + 9 for 2 sec	Pressing the 7 and 9 keys together and holding them down for 2 seconds will cause a Medical alarm to be triggered. If programmed the sirens will sound and the monitoring station will be notified.

Table 2: Keypad Keys and Their Function

Status Icons / LED's

The following table describes the function of each of the status icons.

Icon	Status	Meaning
1 2 3 4		The keypad can display which areas (1 – 4) are turned on or off via the Area Icon Indicators. This programmable option can be disabled in MENU
	On	The area is turned All On or Part On
	Off	The area is turned Off
	Flashing Fast	The area has an alarm
	On	System power is normal
	Flashing	System power is missing
	Flashing	A fire alarm is active
	Off	No fire alarm
	On	Fire alarm in memory (Turn the area All On and Off to Clear).
	On	The existing service or trouble condition has been acknowledged.
	Off	No service or trouble conditions exist
	Flashing	A service or trouble condition is present that has not been acknowledged.
	On	The area is turned Part On.
	Off	The area is not turned Part On.

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Icon	Status	Meaning
	On	The area is turned off.
	Off	The area is turned All On or Part On
	On	The area is turned All On
	Off	The area is turned Off
	On	You have mail waiting to be read
	Off	No Mail
	On	Area is ready to turn on (All On / Part On)
	Off	Not ready, Zone Open
Red LED	**On**	All On
	Flashing	Alarm
Green LED	**On**	Area is off.
	Flashing	Area not ready to turn on
Red & Green LED	**Flashing**	Installer programming mode is active.

Table 3: Status ICONs, LED Indicator's and Their Meanings

Keypad Tones

Your keypad emits several distinct tones and displays text to alert you to system events. Additional bells or sirens may also be connected to your system. Bells or sirens mounted on the exterior of your premises alert neighbours to emergencies and provide an audible guide for police and fire fighters.

Type	Meaning
Fire Alarm Tone	When a fire zone sounds an alarm, the keypad will sound 3 seconds on and 2 seconds off (repeat).
Burglary Alarm Tone	When a burglary zone activates while your system is turned on, your keypad emits a continuous siren tone. It sounds for the time set by your security company.
Trouble Tone	When a system component is not functioning properly, your keypad sounds 4 fast short beeps followed by a 5 second pause (repeat).
Key Press Tone	Pressing any key on the keypad sounds one short beep, indicating that the key press is accepted.
Entry Delay Tone	When you enter the premises through a zone programmed for entry delay, the keypad sound a Hi/Low tone to remind you to turn off the area. If the area is not turned off before the entry delay expires, an alarm condition will sound and a report may be sent to your alarm company.
Exit Delay Tone	After you turn an area All On, the keypad will sound 1 short beep every second. During the last 10 seconds fast short beeps will be heard. If you don't exit before the delay time expires and an exit delay door is faulted, an alarm occurs.
Error Tone	If you press an incorrect key, your keypad will sound a 2 second tone.
Menu Mode	The keypad will sound a Hi / Lo tone to indicate you have entered MENU Mode and a Lo/Hi tone to indicate you have exited MENU mode.
Chime Tone	The keypad sounds fast short beeps to alert you when a zone programmed for chime is faulted or unsealled.

Table 4: Keypad Tones and Their Meanings

Figure 1: CM100 Graphic Keypad

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Basic System Operation

Turning An Area All On

Use this function to turn an area All On. The Solution 16Plus control panel is factory default only for one area. As soon as you turn an area on, exit time will start. Exit time allows you to exit the premises without sounding an alarm. Your security company programs the length of exit delay time.

1. **Make sure that all zones are normal (not faulted).**
2. **Enter your PIN, then press the [ON] key.**

If your PIN is valid and if all zones are normal, exit delay time will start. You should leave now. If your Solution control panel detects a faulted zone, you should return it to normal, or bypass the zone.

During exit delay, you may stop the area from turning on by entering your PIN followed by the [OFF] key.

3. **To turn the system (or area) off, enter your PIN, then press [OFF].**

Turning An Area Part On / Part 2 On

Use this function to turn an area Part On or Part 2 On. The Solution control panel is factory default only for one area. Part On and Part 2 On turns on only part of the area, leaving the rest of the area turned off.

Only the security company can program which zones are monitored for Part On. The master user can program which zones are monitored when a user turns an area Part 2 On.

Once you have turned an area Part On or Part 2 On, exit delay time starts to count down. You should leave all zones that are active before exit delay time expires. Leaving active zones after exit delay expires causes an alarm event. Use Part On or Part 2 On only when you want part of an area turned on.

1. **Make sure that all zones are normal (not faulted).**
2. **Enter your PIN, then press the [PART] key.**

If your PIN is valid and if all zones are normal, the keypad will prompt you to select Part On or Part 2 On.

3. **Using the arrow keys, highlight Part On or Part 2 On then press [OK].**

Exit delay time will start. You should leave now. If your system has a faulted zone, you should return it to normal, or bypass the faulted zone.

During exit delay, you may stop the system from turning Part On by entering your PIN followed by the [OFF] key.

4. **When exit time has expired, the keypad will display the Part On icon.**
5. **To turn the system off, enter your PIN, then press [OFF].**

Turning The System Off

When the system is on, you must enter through a designated entry door to prevent an alarm. Opening a designated door (e.g. front door) will start entry time. During entry time, the keypad will emit a pulsing tone "beep" to remind you to turn the system off. To turn the area off, enter your PIN followed by the [OFF] key before the entry delay time expires.

If you enter through the wrong door or fail to turn the system off before the entry delay time expires, you may sound an alarm. If an alarm occurs, silence the alarm (by entering your PIN followed by the [OFF] key) and call your security company to let them know that it is not an emergency situation.

1. **Enter your PIN + [OFF] to turn the system (or area) off. The keypad will no longer display the 'Lock' or 'Part' icons.**

Silencing Alarms

When the Solution 16Plus control panel has registered an alarm, the keypad (s) and sirens will sound to alert personnel that an alarm occurred. The keypad will scroll all alarms on the keypad display for visual feedback. If you enter your PIN before the system dials your security company, the alarm report is cancelled (if programmed).

1. **Enter your PIN + [OFF] to silence any alarm and turn the system off.**

The keypad will continue to scroll all alarm events that caused the alarm. This is called alarm memory.

2. **To clear alarm memory, turn the area on and off again (eg. PIN + [ON] + PIN + [OFF]).**

Automatic Arming

Your system may have been programmed to automatically arm itself at a certain time of the day.

If for some reason you are still in the building when the auto arming is taking place then it is possible to extend or delay the auto-on time (automatic arming time) by one hour simply by entering your PIN during the auto-on pre-alert time. The auto-on pre-alert time sounds the keypad buzzer to warn you that the system will automatically turn All On, Part On or Part 2 On.

Example:

If the control panel is programmed by your installer to automatically turn All On at 6:00pm and the auto-on pre-alert time starts beeping the keypad at 5:55pm, entering your PIN between 5:55pm and 6:00pm will delay the auto-on time by one hour and the auto-on pre-alert time will again commence at 6:55pm. Therefore the system will automatically turn All On at 7:00pm.

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Remote Arming - Quick Arm

If you forget to arm your system it may be possible for you to remotely arm it using a touch tone telephone if the remote arm option has been enabled by your installer.

To arm the system call the number which the panel is connected to and when the panel answer you will here 3 beeps in accending frequency if the panel is in the disarmed condition. Press [0] + [#] to arm. You will hear 3 beeps in decending order when the panel arms.

All areas on the system will be armed regardless of there condition when using the DTMF quick arm function.

Duress or Silent alarms

A Duress or Silent Panic alarm can be easily triggered via the keypad if you are being forced to operate the system against your will.

To trigger a duress, enter your normal user PIN followed by the last 2 digits of your user PIN followed by the ON or OFF key. See the following examples.

1) If your PIN is 2580, to send a duress report when the area is off, Enter, [2] + [5] + [8] + [0] + [8] + [0] + [OK] or [ON].

2) If your PIN is 2580, to send a duress report when the area is on, Enter, [2] + [5] + [8] + [0] + [8] + [0] + [OFF].

System Programming

Some of the examples shown in the following section assume that you are already in programming mode. To enter programming mode simply enter your PIN and press the MENU key on the keypad.

Access > PIN Codes >

Change Own PIN — MENU 1-1-0

This menu lets you change your own PIN. It is recommended that you write down your old PIN and the new one before you begin. The new PIN must have the same number of digits as your old PIN unless your installer has enabled the variable length PIN option. Once the change is complete you should destroy the written copy.

At factory default, each PIN is fixed to 4 digits in length. The default PIN for User 1 (Master user) is 2580. Only the security installer can change the PIN length.

Enter programming mode (PIN + MENU) then,

1. **Ensure that the system (or area) is turned off.**
2. **Enter your PIN, and then press [MENU] + [1] + [1] + [0].The keypad will prompt you to enter a new PIN.**

3. **Enter your new PIN, and then press [OK]. If an error tone sounds, try a different PIN. The keypad will now prompt you to enter your new PIN again.**

4. **Enter your new PIN again.**
5. **Press [OK] to save and exit, or press [MENU] to exit without saving Your PIN has now been changed.**

Programming Text Using The Keypad

When programming text via the keypad, various keys on the keypad operate differently.

A group of characters is assigned to each of the numeric keys on the keypad. Pressing the same numeric key again will toggle to the next character assigned to the key (eg. Press the [2] key will display the 'A' character, press the [2] key again will toggle to the 'B' character, press the [2] key again will toggle to the 'C' character etc).

Once the correct character is display use the arrow keys to move to the next letter of the word you are entering.

The key assignments are identical to those found on most fixed and mobile phones.

When programming text, each numeric key represents a different group of characters.

Pressing the same numeric key repeatedly will step you through the available characters assigned to the key. The text key layout is the same as most phones. Refer to the table below for detailed character information.

Refer to the table below for more information.

Key	Characters Assigned To Each Numeric Key								
1	.	,	?	!	-	&	`	1	
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	SPACE	0							
↑	Scroll Up through entire character list								
↓	Scroll Down through entire character list								
←	Move to left one character position								
→	Move to right one character position								
OFF	Clear from cursor postiion to end of line								

Table 4: Text Keypad Character Set

Once the desired character is displayed press the right [→] arrow key to move to the next character position.To save programming changes, press [OK], or press [MENU] to exit without saving.

The following additional special characters are available by scrolling using the up and down arrow keys.
+ - @ # $ " & % * : ( ) / < > =

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Access > PIN Codes >

Change Other PIN — MENU 1-1-1

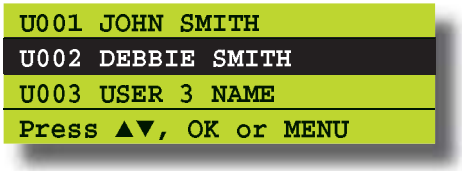
If you have a master PIN, this command allows you to change somebody else's PIN. It is recommended that you write down the old PIN and the new one before you begin. Once the change is complete you should destroy the written copy. The new PIN must have the same number of digits as the old PIN.

At factory default, each PIN is fixed to 4 digits in length. The default PIN for User 1 (Master user) is 2580.

Enter programming mode (PIN + MENU) then,

Ensure that the system (or area) is turned off.

1. **Press [MENU] + [1] + [1] + [1]. The keypad will display a list of available users that you can change their PIN.**



3. **Use the [↑] and [↓] keys to select the user that you want to change the PIN, then press [OK] to select. Alternatively, you can enter the user number you want to change, then press [OK].**

4. **Enter the new PIN.**
   If an error tone sounds, try a different PIN.
5. **Press [OK] to save and exit, or press [MENU] to exit without saving.**

Access > PIN Codes >

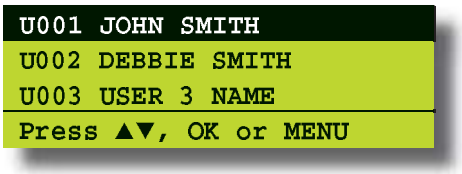
Add PIN — MENU 1-1-2

This menu allows a Master user to add a PIN to a new user. A Master user can only program a new PIN for those users that have been assigned to the same area(s) as the Master user.

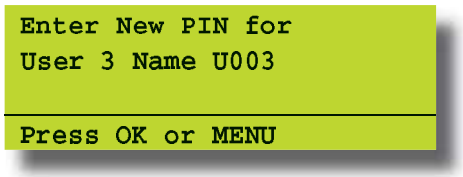
At factory default, each PIN is fixed to 4 digits in length. The default PIN for User 1 (Master user) is 2580.

Enter programming mode (PIN + MENU) then,

1. **Enter [MENU] + [1] + [1] + [2].**
   A list of users will display on the keypad.



2. **Use the [↑] and [↓] keys to select the user that you want to add a PIN, then press [OK] to select.**
   Alternatively, you can enter the user number you want to add, then press [OK].
   The keypad will prompt you to enter the new pin.



3. **Enter the new PIN for the user you have selected.**
   If an error tone sounds, try a different new PIN.
4. **Press [OK] to save and exit, or press [MENU] to exit without saving.**

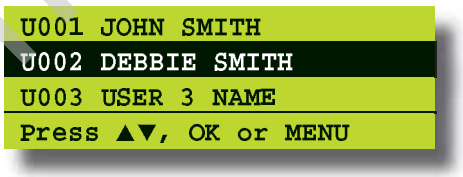
Access > PIN Codes >

Delete PIN — MENU 1-1-3

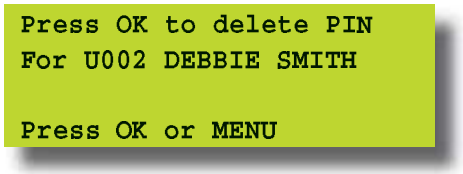
This menu allows a Master user the ability delete other users PIN's. A Master user can only delete a PIN for those users that have been assigned to the same area(s) as the Master user. A Master user cannot delete their own PIN.

Enter programming mode (PIN + MENU) then,

1. **Make sure that the system is turned off.**
2. **Press [MENU] + [1] + [1] + [3].**
   The keypad will list all users that you can delete.



3. **Use the [↑] and [↓] keys to highlight the user whose PIN you want to delete, then press [OK] to select. Alternatively, you can enter the user number you want to delete, then press [OK].**



4. **Press [OK] again to delete the PIN, or press [MENU] to cancel.**

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Tokens

This section outlines how to add and delete token cards that allow an alternate method for users to turn the system on and off via a prox reader enabled Keypads. The system can also be configured to automaticall open a door if it has been fitted with an electric door lock. You should discuss this feature with your installer for more details on your particular installation.

A token is a small plastic tag card that has a unique ID. A user can place the token card in front of a keypad that has a built-in token reader to turn the system or specific areas on and off.

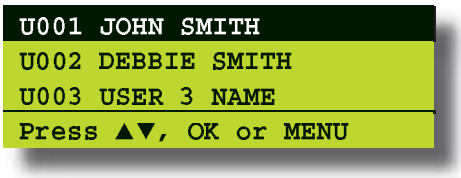
Access > Token >

Add Token — MENU 1-2-0

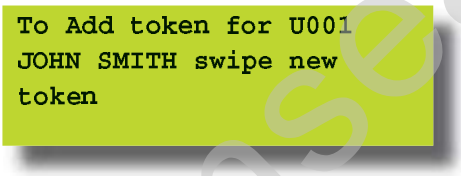
This menu allows a Master user the ability to add a new token for for those users that have been assigned to the same area(s) as the Master user.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [2] + [0].
   A list of users will display on the keypad.
2. Use the [↑] and [↓] keys to select the user that you want to add a token for, then press [OK] to select.



3. If you are using a keypad with built in reader the system will prompt you to present the token to the keypad. Once the token is presented the keypad we beep and return to the menu.



A Master user can only delete a PIN for those users that have been assigned to the same area(s) as the Master user. A Master user cannot delete their own PIN.

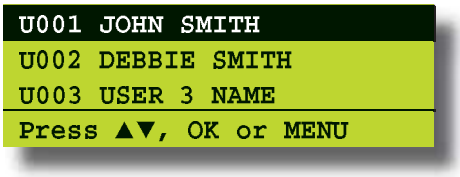
Access > Token >

Delete Token — MENU 1-2-1

This menu allows a Master user the ability to delete a token for those users that have been assigned to the same area(s) as the Master user.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [2] + [1].
   A list of users will display on the keypad.
2. Use the [↑] and [↓] keys to select the user who's token you want to delete, then press [OK] to select.



3. When prompted press the [OK] key to confirm token deletion.

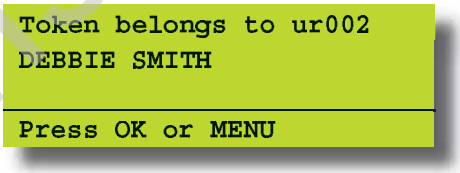
Access > Token >

Token Status — MENU 1-2-2

This menu allows a Master user the ability to identify a token which has been programmed into the system. Only tokens that have been assigned to the same area(s) as the Master user cn be identified.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [2] + [2].
   The system will prompt you to present the token to the keypad.
2. Once the token is presented the system will display the owner of the token.



RF Keyfob

This section outlines how to add and delete RF keyfobs that allow an alternate method for users to turn an area(s) on and off. The RF Keyfob must be compatible with the RF Receiver that has been installed by the security company.

Access > RF Keyfob >

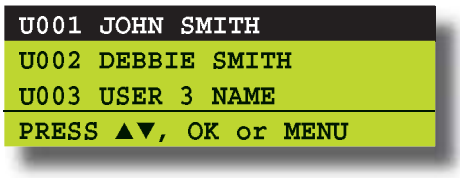
Add Keyfob — MENU 1-3-0

This menu allows the security installer or a master user to program the user's keyfob ID number.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [3] + [0].

   A list of users will display on the keypad.



2. Use the [↑] and [↓] keys to select the user that you want to add the RF keyfob ID, then press [OK] to select. Alternatively, you can enter the user number you, then press [OK].

   The keypad will prompt you to enter the RF keyfob ID number:

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```
Enter keyfob RFid for
U016 User 16 Name
000000000
Press OK or MENU
```

3. Enter the RF Keyfob ID Number
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

Access > RF Keyfob >

Delete Keyfob — MENU 1-3-1

This menu allows the security installer or a master user to delete the RF keyfob ID that has been assigned to a user.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [3] + [1].

   A list of users will display on the keypad.

```
U001 JOHN SMITH
U002 DEBBIE SMITH
U003 USER 3 NAME
PRESS ▲▼, OK or MENU
```

2. Use the [↑] and [↓] keys to select the user that you want to delete the keyfob, then press [OK] to select. Alternatively, you can enter the user number, then press [OK].

```
OK to delete Keyfob for
U002 Debbie Smith
009553507
Press OK or MENU
```

3. Press [OK] to delete the RF Keyfob ID number and exit, or press [MENU] to exit without saving.

Access > User Properties >

User Name — MENU 1-4-0

This menu allows the master user to program the user's name. A maximum of 16 characters can be entered.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [4] + [0].
   A list of users will display on the keypad.

```
U001 JOHN SMITH
U002 DEBBIE SMITH
U003 USER 3 NAME
Press ▲▼ OK or MENU
```

2. To program the user name, use the [↑] and [↓] keys to select the user that you want to program, then press [OK] to select. Alternatively, you can enter the user number you want to program, then press [OK].

   The keypad will display the current user name.

```
User Name U001

User 1 Name
Press ◄►▲▼ OK to SAVE
```

3. Use the [←] and [→] keys to scroll the cursor left and right across the user name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.
4. When the user name is complete, press [OK] to save and exit, or press [MENU] to exit without saving.

Access > User Properties >

Area Assignment — MENU 1-4-1

This menu allows the master user to program which areas (1 to 4) a user can access. Each user can be assigned to one or multiple areas. The master user is restricted and can only assign another user to any one or multiple areas that the master user has been assigned to. At factory default, each user is assigned to operate Area 1.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [4] + [1].
   A list of users will display on the keypad.
2. To assign areas to a user, use the [↑] and [↓] keys to select the user that you want to program, then press [OK] to select. Alternatively, you can enter the user number you want to program, then press [OK].

   The keypad will display which areas the user has been assigned to.

```
✓ Area 1
  Area 2
  Area 3
Press ▲▼ OK ON OFF MENU
```

3. Use the [↑] and [↓] keys to select the area that you want to assign to the user. Press the [ON] key to assign the user to the area (√ will display) or press the [OFF] key to disable the user from the corresponding area (√ will no longer display).
4. Repeat Step 3 until you have assigned the user to all areas that are required.
5. Press [OK] to save and exit, or press [MENU] to exit without saving.

Timer Groups

Timer Groups are used to restrict users from operating doors outside given times, days or holidays. To do this you need to create a time group, then assign one or more schedules to the time group to specify the access period, day of the week and holidays. To now restrict the user, they must belong also to the same timer group. This now restricts the user from accessing the system outside the nominated times and days within the schedules linked to the timer group.

User

Can only belong to 1 timer group.

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Schedules

Multiple schedules can be linked to the same timer group.

Time Groups

There are 8 different timer groups available.

Timer Group Example

1. To set up a timer group you need to select an unused timer group number from 1 to 8, in this example we will assume timer group number to be 5.
2. Select an unused schedule and program the times and day of the week then assign the schedule to timer group 5.
3. Then under user properties assign the users who you wish to restrict to timer group 5. Remember that you are only able to assign a user to one timer group.

A master code holder is able to change the schedules so they can change the access times for a given user. If a user tries to operate the system outside their assigned timer group periods then access will be denied.

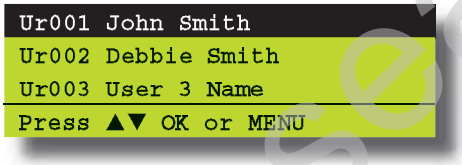
Access > User Properties >

Timer Group — MENU 1-4-4

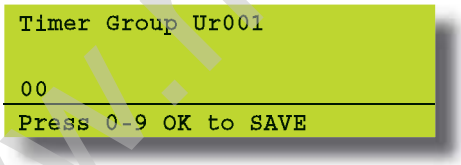
This menu is used to assign a User to a Timer Group. Timer Groups can be used to restrict User access to be within specific times defined by schedules. Each User can only be assigned to one Timer Group. Setting this option to 0 will give the User 24 hour access to the system.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [4] + [4] and select the user from the list then press [OK].



2. Using the numeric keys, enter the Timer Group. Valid entries are 1 – 8 or 0 to disable.



3. Press [OK] to save and exit or press [MENU] to exit without saving.

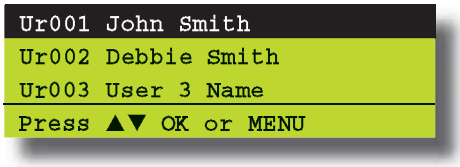
Access > User Properties >

Access Assignment — MENU 1-4-5

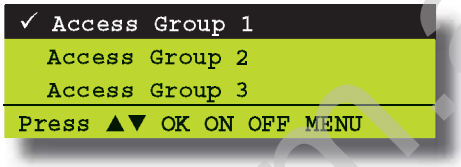
This menu allows you to assign each user to one or more access groups. An access group is used to allow and/or restrict which users have access to various system outputs. These outputs can be used to control door strikes, gates or roller doors etc.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [1] + [4] + [5] and select the user from the list then press [OK].



2. Use the up and down arrow keys to highlight the Access Group then press the [ON] key to select or the [OFF] key to deselect.



3. Repeat Step 2 until all required Access Groups are programmed, then press [OK] to save and exit or press [MENU] to exit without saving.

Areas

The Solution 16Plus control panel has the ability to be partitioned up to 4 individual areas. This section outlines various commands that control individual areas.

Areas > Commands >

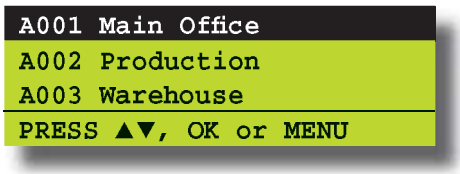
Area Status — MENU 2-0-0

This menu allows users the ability view the area status of the current area or the status of a different area. This menu is only available via a keypad who's corresponding area is turned off.

Enter programming mode (PIN + MENU) then,

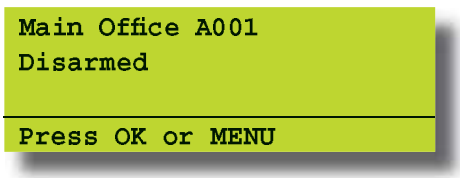
1. Enter [MENU] + [2] + [0] + [0].

   A list of available areas will display on the keypad.



2. Use the [↑] and [↓] keys to select the area that you want to view the status information, then press [OK] to select. Alternatively, you can enter the area number, then press [OK].

   The keypad will display the area status information.



If the area is turned All On, the keypad will display:

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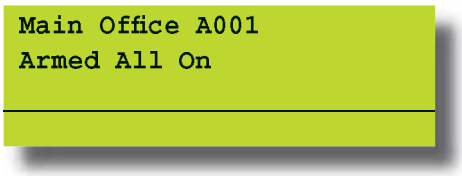
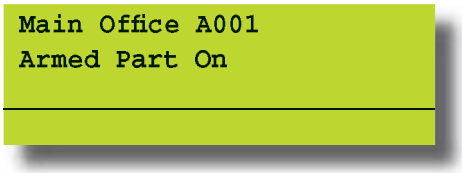


If the area is turned Part On, the keypad will display:



3. To exit, press [OK].

Areas > Commands >

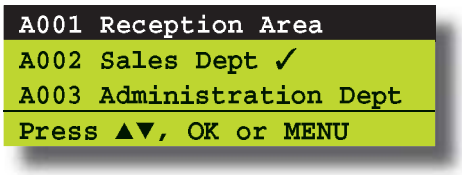
Turn Area On/Off — MENU 2-0-1

This menu allows you to turn an area All On or off.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [2] + [0] + [1].

   A list of different areas will display on the keypad.



   If an area has already been turned All On or Part On, a 'tick' (✓) will be displayed on the right side of the name description (see A002 Sales Dept above).

2. Use the [↑] and [↓] keys to select the area that you want to turn on or off, then press [OK] to select. Alternatively, you can enter the area number you want to turn on or off, then press [OK].

Areas > Commands >

Turn All Areas On — MENU 2-0-2

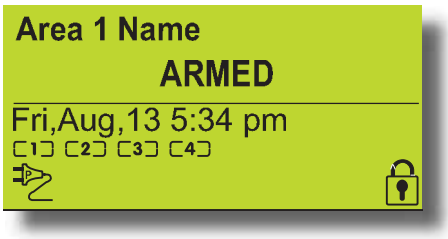
This menu allows you to turn on all areas that your PIN has been assigned to at the same time All On. The keypad display below shows the area icons 1 through to 4.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [2] + [0] + [2].

   The keypad will display the exit time bar to prompt you to exit all areas. You should leave all areas now.

When exit time has expired, the keypad will display that all areas are turned All On (Armed).



Note: *Area icons will only display if programmed to do so by your security installer.*

Areas > Commands >

Turn All Areas Off — MENU 2-0-3

This menu allows you to turn off all areas that your PIN has been assigned to at the same time. However, this menu requires at least one area that has a keypad assigned to it to be disarmed before you can access this command.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [2] + [0] + [3].

Areas > Commands >

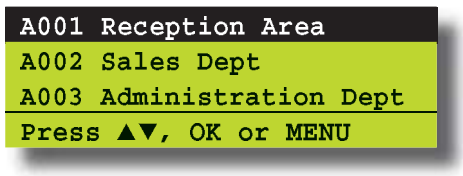
Move To Area — MENU 2-0-4

This menu allows you to operate multiple areas from the same keypad when the system has been partitioned. Before operating a different area, you will need to move the keypad to the area that you want to operate.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [2] + [0] + [4].

   A list of different areas will display on the keypad.



2. Use the [↑] and [↓] keys to select the area that you want to move the keypad display to, then press [OK] to select. Alternatively, you can enter the area number that you want to move the keypad display to, then press [OK].

Areas > Commands >

Chime On/Off — MENU 2-0-5

Chime mode allows you to monitor a zone (or group of zones) to sound the keypad buzzer or activate a programmable output when the corresponding area is turned off (disarmed). This can be useful when you need to monitor the front or back entrance to the premises.

This menu allows a user to turn chime mode on or off. Only

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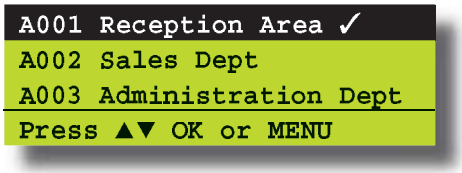
keypads programmed to sound the chime tone will be heard when a zone programmed for chime is faulted.

The master user can Set Chime Zones on page 16. This allows the master user to program which zones can be monitored for chime.

Enter programming mode (PIN + MENU) then,

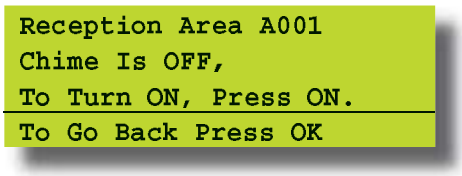
1. Enter [MENU] + [2] + [0] + [5].

   A list of different areas will display on the keypad.

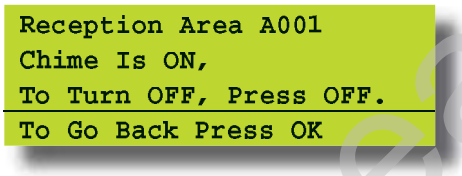


2. Use the [↑] and [↓] keys to select the area that you want to turn chime mode on or off, then press [OK] to select. Alternatively, you can enter the area number that you want to turn chime mode on or off, then press [OK].

   The keypad will display the following when chime mode is turned off:



   The keypad will display the following when chime mode is turned on:



3. Press the [ON] key to turn chime mode on, or, press [OFF] to turn chime mode off.
4. Press the [OK] key to exit.

Areas > Area Properties >

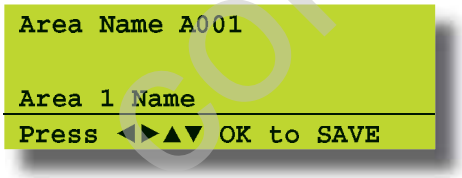
Area Name — MENU 2-1-0

This menu allows you to program the name for each area. Each area name can be programmed with up to 16 characters. At factory default, only Area 1 is used. The Solution 16 Plus control panel can have a maximum of 4 independent areas programmed.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [2] + [1] + [0].
   A list of different areas will display on the keypad.
2. Use the [↑] and [↓] keys to select the area that you want to program the name, then press [OK] to select. Alternatively, you can enter the area number that you want to program the name, then press [OK].

   The keypad will display the following:



3. Use the [←] and [→] keys to scroll the cursor left and right across the area name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.
4. When the user name is complete, press [OK].

Inputs

Each Solution 16 Plus control panel has up to a maximum 16 zones. When the optional radio receiver is fitted any available zone may be programmed as a wireless zone. Your installer will advise you on the exact makeup and configuration of your system.

Inputs > Commands >

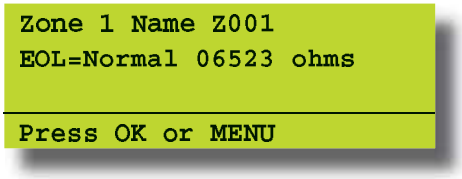
Zone Status — MENU 3-0-0

This menu allows you to view the zone status of each zone (i.e. Normal, Open or Short).

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [3] + [0] + [0].
   A list of different zones will display on the keypad.
2. Use the [↑] and [↓] keys to select the zone that you want to turn view the status information then press [OK] to select. Alternatively, you can enter the zone number that you want to view status information, then press [OK].

   The keypad will display the following zone status information:



3. Press the [OK] key to exit.

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Inputs > Commands >

Bypass Zones

MENU 3-0-2

This menu allows you to bypass or un-bypass a single or multiple zones before you turn the area All On, Part On or Part 2 On. When bypassing zones, it disables the ability for a zone to detect intrusion and sound an alarm.

A burglary zone will automatically become un-bypassed when you turn the corresponding area off (disarm). Any 24-Hr fire or 24-Hr non fire zones will need to be manually un-bypassed.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [3] + [0] + [2].

   A list of zones that can be bypassed will display on the keypad. A '√' displayed on the right side of the zone name indicates that the zone is already bypassed.

```
Z001 Zone 1 Name ✓
Z002 Zone 2 Name
Z003 Zone 3 Name
Press ▲▼ OK or MENU
```

2. Use the [↑] and [↓] keys to select the zone that you want to bypass, then press [OK]. Alternatively, you can enter the zone number that you want to bypass, then press [OK].

   If the zone is bypassed, the keypad will prompt:

```
Zone 1 Name Z001 is
bypassed. To un-bypass,
press OFF.
Press OK or MENU
```

   If the zone is not bypassed, the keypad will prompt:

```
Zone 1 Name Z001 is
un-bypassed. To bypass,
press ON.
Press OK or MENU
```

3. Press [ON] or [OFF] to toggle the zone to be bypassed/un-bypassed.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

   Repeat steps 1 to 4 to bypass or un-bypass additional zones.

Inputs > Commands >

Set Chime Zones

MENU 3-0-3

This menu allows you to program zones to be monitored when the system is turned off. Chime mode is ideal to monitor a front door to sound the keypad buzzer when opened (faulted).

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [3] + [0] + [3].

   A list of areas will display on the keypad.

2. Use the [↑] and [↓] keys to select the area that you want to program zones for chime mode, then press [OK]. Alternatively, you can enter the area number that you want to program chime zones, then press [OK].

   The keypad will list all zones that can be programmed for chime mode. A '✓' displayed on the right side of the zone name indicates that the zone is already set for chime.

```
Z001 Zone 1 Name ✓
Z002 Zone 2 Name
Z003 Zone 3 Name
Press ▲▼ OK or MENU
```

3. Use the [↑] and [↓] keys to select the zone that you want to set for chime, then press [OK]. Alternatively, you can enter the zone number that you want to set for chime, then press [OK].

   If the zone is not programmed for chime, the keypad will prompt:

```
Zone 1 Name Z001
Zone Chime is OFF,
To turn ON, Press ON.
To Go Back Press OK
```

   If the zone is programmed for chime, the keypad will prompt:

```
Zone 1 Name Z001
Zone Chime is ON.
To turn OFF, Press OFF.
To Go Back Press OK
```

4. Press [ON] or [OFF] to toggle the zone to be monitored when chime mode is turned on.
5. Press [OK] to save and exit, or press [MENU] to exit without saving.

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Inputs > Commands >

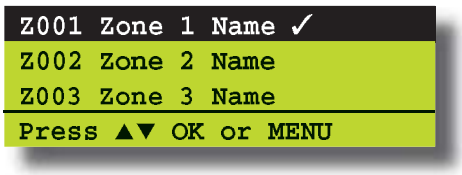
Set Part 2 Zones — MENU 3-0-4

This menu allows you to program which zones are to be monitored when an area has been turned Part 2 On.

Enter programming mode (PIN + MENU) then,

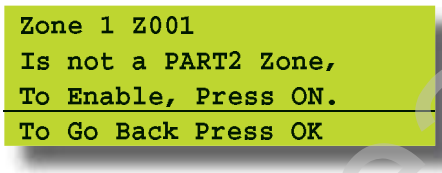
1. Enter [MENU] + [3] + [0] + [4].
   A list of areas will display on the keypad.
2. Use the [↑] and [↓] keys to select the area that you want to program zones for Part 2 On, then press [OK]. Alternatively, you can enter the area number that you want to program Part 2 On zones, then press [OK].

   The keypad will list all zones that can be programmed for Part 2 On. A '✓' displayed on the right side of the zone name indicates that the zone is already bypassed.

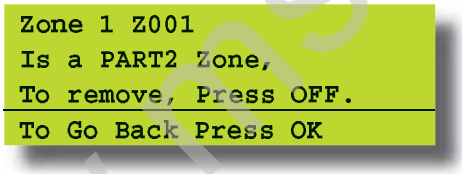


3. Use the [↑] and [↓] keys to select the zone that you want to set for Part 2, then press [OK]. Alternatively, you can enter the zone number that you want to set for Part 2, then press [OK].

   If the zone is not programmed for Part 2, the keypad will prompt:



   If the zone is programmed for Part 2, the keypad will prompt:



4. Press [ON] to monitor the zone when the area is turned Part 2 On, or press [OK] so that you do not monitor the zone when the area is turned Part 2 On.
5. Press [OK] to save and exit, or press [MENU] to exit without saving.

Inputs > Commands >

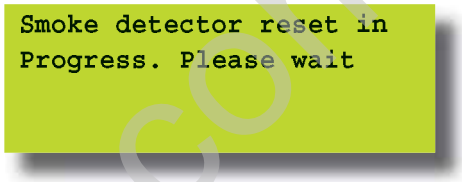
Smoke Sensor Reset — MENU 3-0-5

This menu allows you to reset smoke sensors.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [3] + [0] + [5].
   A list of different areas will display on the keypad.
2. Use the [↑] and [↓] keys to select the area that you want to reset the smoke detectors, then press [OK] to select. Alternatively, you can enter the area number, then press [OK].

   The keypad will display the following:



3. The keypad will automatically return to the menu when all smoke detectors in the area has been reset.

Inputs > Zone Properties >

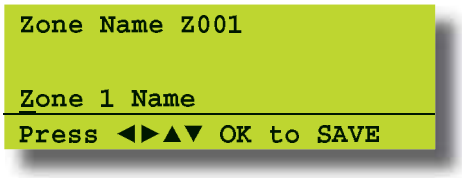
Zone Name — MENU 3-1-0

This menu allows you to program up to 16 characters for the name of each zone.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [3] + [1] + [0].
   A list of different zones will display on the keypad.
2. Use the [↑] and [↓] keys to select the zone name that you want to change, then press [OK] to select. Alternatively, you can enter the zone number, then press [OK].

   The keypad will display the following:



3. Use the [←] and [→] keys to scroll the cursor left and right across the zone name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

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Inputs > Input Testing >

Walk Test All Zones — MENU 3-9-0

This menu allows you to test all zones within an area at the same time. To successfully walk test each zone, you must open and close each zone.

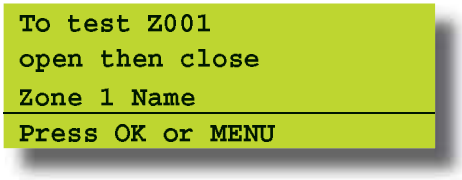
Enter programming mode (PIN + MENU) then,

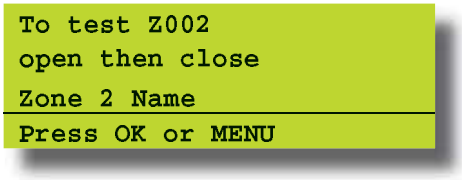
1. Press [MENU] + [3] + [9] + [0].

   The keypad will display a list of areas that are available to walk test zones.

2. Use the [↑] and [↓] keys to select the area that you want to do walk test, then press [OK] to select. Alternatively, you can enter the area number, then press [OK].

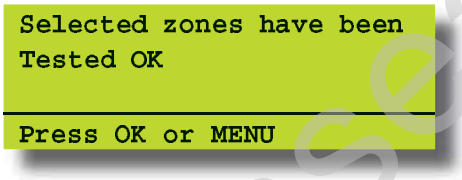
   The keypad will scroll all zones that you can test.





3. Open and close each zone that needs to be tested. A zone that has been successfully tested will no longer scroll on the keypad display.

   When all zones have been tested, the keypad will display:



4. Press [OK] to save and exit, or press [MENU] to exit without saving.

Inputs > Input Testing >

Walk Test A Single Zone — MENU 3-9-1

This menu allows you to select a single zone to be tested via walk test.

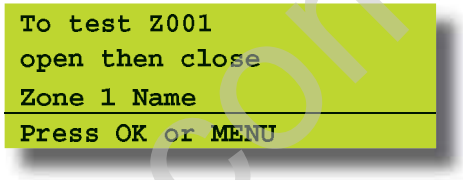
Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [3] + [9] + [1].

   The keypad will display a list of zones that are available to be tested via walk test.

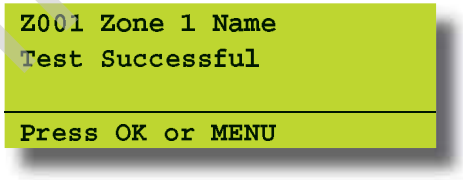
2. Use the [↑] and [↓] keys to select the zone that you want to walk test, then press [OK] to select. Alternatively, you can enter the zone number, then press [OK].

   The keypad will display the zone to be tested.



3. Open and close the zone that needs to be tested.

   When the zone has been successfully faulted and restored, the keypad will display:



4. Press [OK] to save and exit, or press [MENU] to exit without saving.

Outputs

The Solution 16Plus control panel has up to a maximum of 8 outputs. 4 outputs are available as standard with an additional 4 available when the optional output expander is fitted. Your installer will advise you on the exact makeup and configuration of you system.

Outputs > Commands >

Output Status — MENU 4-0-0

This menu allows you to view the status of each output.

Enter programming mode (PIN + MENU) then,

1. Ensure that the system is turned off.
2. Press [MENU] + [4] + [0] + [0].

   The keypad will display a list of outputs that the status may be viewed.

3. Using the [↑] and [↓] keys, highlight the output that you want to view the status information, then press [OK] to select. Alternatively, you can enter the output number and then press [OK].

   The keypad will display the following when the output is off and OK:

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```
Output 1 Name O001
Is Off and Ready

Press OK or MENU
```

The keypad will display the following when the output is off and missing:

```
Output 1 Name O001
 Is Off and Ready
Connection Trouble
Press OK or MENU
```

The keypad will display the following when the output is ON and OK:

```
Output 1 Name O001
Is ON and Ready

Press OK or MENU
```

The keypad will display the following when the output is ON and missing:

```
Output 1 Name O001
Is ON and Ready
Connection Trouble
Press OK or MENU
```

4. Press [OK] to save and exit, or press [MENU] to exit without saving.

Outputs > Commands >

Turn Output On/Off — MENU 4-0-1

This menu allows you to turn outputs that have been programmed by your security company on or off. These outputs can be programmed to control outside lighting, pool pumps, watering systems etc.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [4] + [0] + [1].

   If a valid PIN is required, the keypad will prompt you to enter your PIN.

2. Use the [↑] and [↓] keys to select the output name that you want to change, then press [OK] to select. Alternatively, you can enter the output number, then press [OK].

3. To toggle the output on or off, use the [ON] and [OFF] keys.

   The keypad will display the following when the output is off:

```
Output 1 Name O001
Output is OFF,
To Turn ON,Press ON.
To Go Back Press OK
```

   To turn the output on, press [ON].

   The keypad will display the following when the output is on:

```
Output 1 O001
Output is ON,
To Turn OFF,Press OFF.
To Go Back Press OK
```

   To turn the output off, press [OFF].

4. Press [OK] to save and exit, or press [MENU] to exit without saving.

Outputs > Properties >

Output Name — MENU 4-1-0

This menu allows you to program the name for each output. Each output name supports up to 16 characters.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [4] + [1] + [0].

   A list of different outputs will display on the keypad.

2. Use the [↑] and [↓] keys to select the output name that you want to change, then press [OK] to select. Alternatively, you can enter the output number, then press [OK].

   The keypad will display the following:

```
Output Name O001

Output 1
Press ◄►▲▼ OK to SAVE
```

3. Use the [←] and [→] keys to scroll the cursor left and right across the output name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.

4. Press [OK] to save and exit, or press [MENU] to exit without saving.

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Outputs > Output Testing >

External Siren Test

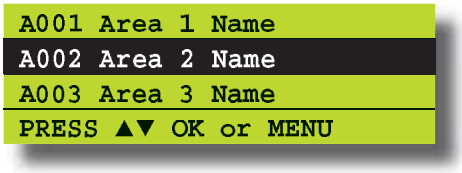
MENU 4-9-0

This menu allows you to test any external sirens which have been connected by your installer. The test will last for 5 seconds.

Enter programming mode (PIN + MENU) then,

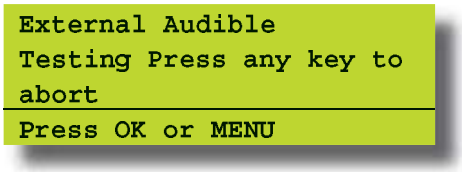
1. Enter [MENU] + [4] + [9] + [0].

   If the system has been partitioned, the keypad will display a list of areas.

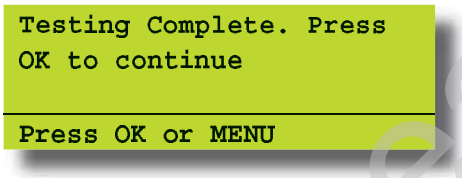


2. Use the [↑] and [↓] keys to select the area that you want to test the siren, then press [OK]. Alternatively, you can enter the area number, then press [OK].

   The keypad will display the following during the siren test.



   When the siren test is complete, the keypad will display the following:



3. Press [OK] to exit.

Outputs > Output Testing >

Internal Siren Test

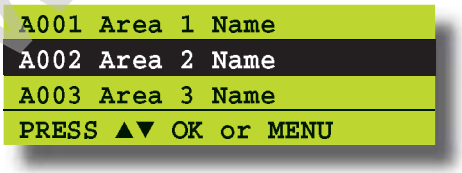
MENU 4-9-1

This menu allows you to test any internal sirens which have been connected by your installer. The test will last for 5 seconds.

Enter programming mode (PIN + MENU) then,

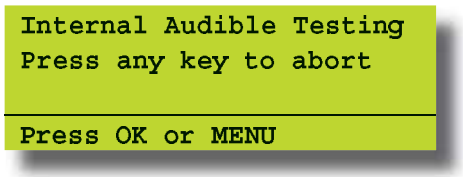
1. Enter [MENU] + [4] + [9] + [1].

   If the system has been partitioned, the keypad will display a list of areas.

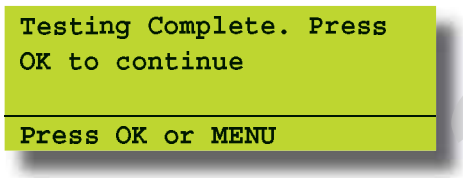


2. Use the [↑] and [↓] keys to select the area that you want to test the bell, then press [OK]. Alternatively, you can enter the area number, then press [OK].

   The keypad will display the following during the bell test.



   When the bell test is complete, the keypad will display the following:



3. Press [OK] to exit.

Outputs > Output Testing >

Strobe Test

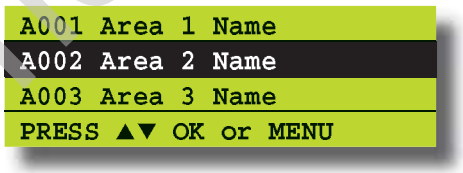
MENU 4-9-2

This menu allows you to test the external strobe light.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [4] + [9] + [2].

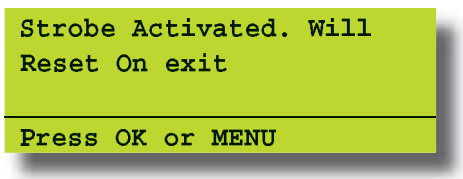
   If the system has been partitioned, the keypad will display a list of areas.



2. Use the [↑] and [↓] keys to select the area that you want to test the strobe, then press [OK].

   Alternatively, you can enter the area number, then press [OK].

   The keypad will display the following during the strobe test.



   Check and verify that the strobe light is on.

3. Press [OK] to exit.

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Communication / Reporting

Programming options in this section relate to how you alarm syetm will communicate alarm information. Your installer will advise you on the exact makeup and configuration of your system.

Comms > Commands >

Call/Answer RAS — MENU 5-0-1

This menu allows you to initiate a modem call to the installer's off-site computer for programming changes or updates. Your installer may request that you enter this command so that they can remotely service and configure you system. You should not enter this command unless requested to do so.

Comms > Commands >

Call Forward On/Off — MENU 5-0-2

This menu allows you to turn on and off the call forward feature. When you turn on call forwarding, the Solution 16Plus control panel will automatically activate and de-activate the call forward on and call forward off sequence accordingly when you turn Area 1 All On and off (arm and disarm).

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [5] + [0] + [2].

   If the call forward status is off, the keypad will display:

   ```
   Call Forward On/Off
   Call Forward is OFF,
   To turn ON, Press ON.
   To Go Back Press OK
   ```

   If the call forward status is on, the keypad will display:

   ```
   Call Forward On/Off
   Call Forward is ON,
   To turn OFF, Press OFF.
   To Go Back Press OK
   ```

2. To toggle call forward on, press the [ON] key or press the [OFF] key to turn call forward off.
3. Press [OK] to save and exit, or press [MENU] to cancel.

Comms > Commands >

Check Web Email — MENU 5-0-3

Reserved for future use

Comms > Commands >

Email System Log — MENU 5-0-4

Reserved for future use

Comms > Commands >

Set Domestic Phone Number — MENU 5-1-5

Domestic reporting allows the Solution 16Plus control panel to send reports to personal telephone numbers (eg. mobile telephone numbers). Up to three different telephone numbers can be programmed, each having a maximum of 32 digits.

A telephone call needs to be acknowledged by the user that answers the incoming call. If the user fails to acknowledge the call, the Solution 16Plus control panel will make another attempt to report until the maximum number of call attempts are reached. To acknowledge the call, the user needs to press the [#] key on their telephone.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [5] + [1] + [5].

   If the control panel is configured to report via domestic format, the keypad will display the following:

   ```
   Domestic Reports Not
   Enabled. Please contact
   Your Security Service
   Provider
   ```

   If the control panel has been configured to report via domestic format, the keypad will display information for telephone number 1.

   ```
   Domestic Phone Number 1

   631728_
   Press ▲▼ 0-9 OK to SAVE
   ```

2. Using the numeric keys, enter all the digits of the first telephone number.

   You can change a single digit by scrolling the cursor left [←] and right [→]. For special characters (eg. , = pause * or # etc), use the [↑] and [↓] keys. To clear all text from the cursor position to the right, press the [OFF] key.

3. Press [OK] to program telephone number 2.

   ```
   Domestic Phone Number 2

   4331_
   Press ▲▼ 0-9 OK to SAVE
   ```

4. Using the numeric keys, enter all the digits of the second telephone number (if required).

   You can change a single digit by scrolling the cursor left [←] and right [→]. For special characters (eg. , = pause * or # etc), use the [↑] and [↓] keys. To clear all text from the cursor position to the right, press the [OFF] key.

5. Press [OK] to program telephone number 3.

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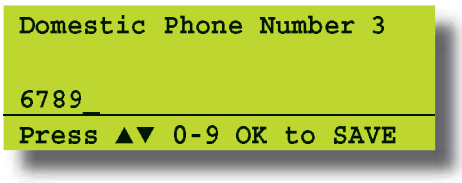


6. Using the numeric keys, enter all the digits of the third telephone number (if required).

   You can change a single digit by scrolling the cursor left [←] and right [→]. For special characters (eg. , = pause * or # etc), use the [↑] and [↓] keys. To clear all text from the cursor position to the right, press the [OFF] key.

7. Press [OK] to save and exit, or press [MENU] to cancel.

Comms > Commands >

Call Forward On Number — MENU 5-1-6

When you leave your premises, you no longer need to remember to manually activate the Call Forward On feature via the telephone. These addresses allow you to program the Call Forward On sequence that the Solution 16Plus control panel will automatically use when you turn Area 1 'On'.

In Australia, a typical sequence of activating the Call-Forward On – After Time (All Calls) is described below:

For other countries please substitute the appropriate commands after consultaion with your telephone company.

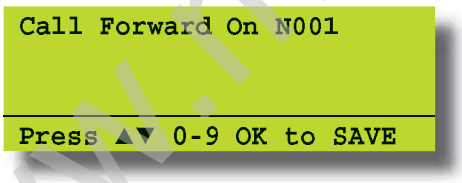
Enter programming mode (PIN + MENU) then,

1. *61 (To turn Call Forward On – After Time).
2. Telephone number that you want calls to go to (e.g. 0416123456).
3. *5# (End of Call Forward sequence after 5 seconds).

   Therefore, you would program the above steps as follows: *610416123456*5#.

1. Enter [MENU] + [5] + [1] + [6].

   The keypad will display information for telephone number 1.



2. Using the numeric keys, enter all the digits of the call forward on sequence.

   You can change a single digit by scrolling the cursor left [←] and right [→]. For special characters (eg. , = pause * or # etc), use the [↑] and [↓] keys.

3. Press [OK] to save and exit, or press [MENU] to exit without saving.

Comms > Commands >

Call Forward Off Number — MENU 5-1-7

When you enter your premises, you no longer need to remember to manually disable the Call Forward feature via the telephone. These addresses allow you to program the Call Forward Off sequence that the Solution 16Plus control panel will automatically use when you turn Area 1 'Off'.

In Australia, a typical sequence of activating the Call Forward Off feature is described below:

For other countries please substitute the appropriate commands after consultaion with your telephone company.

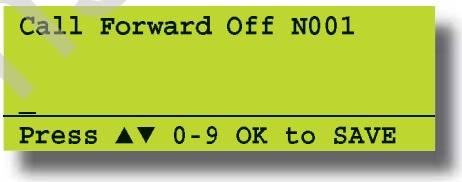
Enter programming mode (PIN + MENU) then,

1. #61 (To turn Auto-Forward After Time - Off).
2. # (End of Call-Forward sequence).

   Therefore, you would program the above steps as follows: #61#

1. Enter [MENU] + [5] + [1] + [7].

   The keypad will display the current call-forward off sequence.



2. Using the numeric keys, enter all the digits of the call forward off sequence.

   You can change a single digit by scrolling the cursor left [←] and right [→]. For special characters (eg. , = pause, * or # etc), use the [↑] and [↓] keys.

3. Press [OK] to save and exit, or press [MENU] to exit without saving.

Comms > Registration >

Customer — MENU 5-5-0

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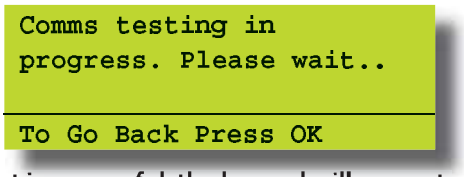
Comms > Periodic Test >

Send Test Report — MENU 5-9-0

This menu allows you to test the reporting functions of the Solution 16Plus control panel by manually sending a 'Test' report to the receiving party (i.e. security company monitoring station, mobile telephone etc).

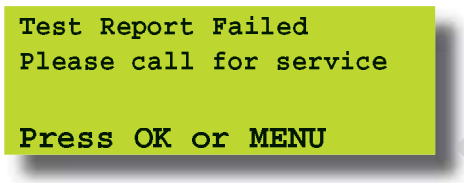
1. Enter [MENU] + [5] + [9] + [0].

   The keypad will prompt that it is in the process of sending a test report.



   If the test is successful, the keypad will prompt:

   If the test is NOT successful, the keypad will prompt:



2. Press [OK] or [MENU] to exit.

Devices and Optional Modules

Programming options in this section relate to the keypads and other devices which may be connected to your alarm system. Your installer will advise you on the exact makeup and configuration of your system.

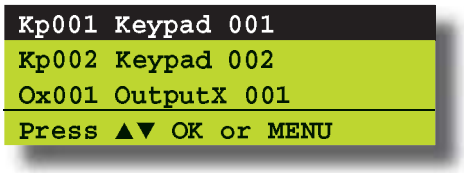
Devices > Commands >

LAN Status — MENU 6-0-0

This option provides a listing of all of the devices and modules connected to your system. Using this option it is poosible to view the voltage, temperature and other information about each of the modules.

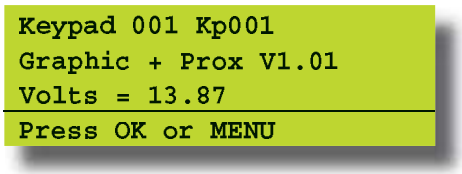
Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [6] + [0] + [0].



2. Use the [↑] and [↓] keys to select the device that you want to view, then press [OK] to select.

3. The display will show each parameter for the device one at a time on the third line of the screen.



4. Press [OK] or [MENU] to exit.

Devices > Keypads >

Volume — MENU 6-1-0

This menu allows you to adjust the volume of the keypad's buzzer. Each keypad will need to have their volume adjusted separately.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [6] + [1] + [0].
   The keypad will display:

2. Use the [←] and [→] keys or use the [↑] and [↓] keys to increase or decrease the volume of the keypad buzzer until the desired volume has been reached.

3. Press [OK] to save and exit, or press [MENU] to exit without saving.

Devices > Keypads >

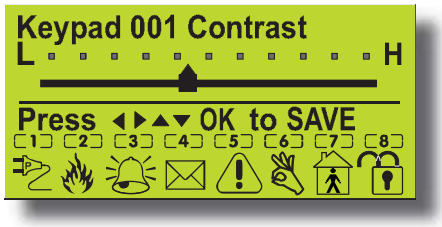
Contrast — MENU 6-1-1

This menu allows you to adjust the contrast of the keypad's LCD display. Each keypad can have their display adjusted separately.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [6] + [1] + [1].

   The keypad will display the contrast screen.



2. Use the [←] and [→] keys to adjust the bar until the desired contrast is reached.

3. Press [OK] to save and exit, or press [MENU] to exit without saving.

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Devices > Keypads >

Backlight MENU 6-1-2

This menu allows you to adjust the brightness of the keypad's LCD display backlight. Each keypad can have their display adjusted separately.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [6] + [1] + [2].

   The keypad will display the backlight screen.

2. Use the [←] and [→] keys to adjust the bar until the desired backlight is reached.
3. Press [OK] to save and exit, or press [MENU] to exit without saving.

System Events

Options in this section relate to programming of system wide options and interpretation of system trouble events when and if they occur. Some events such as open zones will appear and single events while other may be grouped together. In this case you need to drill down to see the specific detail for each event. Your installer will advise you how to interrogate system trouble events.

System > Commands >

Panel Status MENU 7-0-0

The panel staus menu displays the panel software version information as well as highlighting any system troubles that are currently in effect. This is a view only location.

System > Commands >

System Trouble MENU 7-0-1

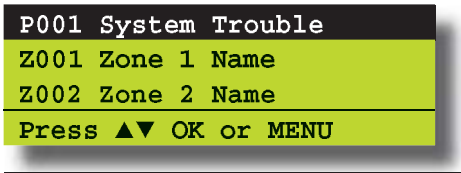
The System Trouble Menu displays all current system troubles in a list format. Some trouble events require you to drill down and non-system trouble that are curent within the Solution 16Plus control panel.

Enter programming mode (PIN + MENU) then,

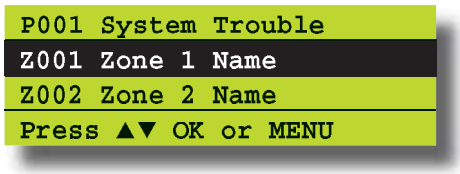
1. Press [MENU] + [7] + [0] + [1].

   The keypad will display a list of all current system and non system trouble conditions.

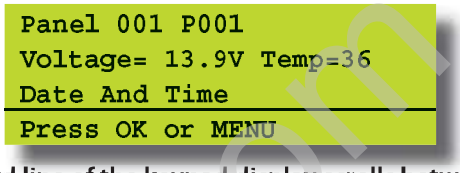
   To determine the system trouble condition, highlight the panel number (P001 to P002) that you want to view using the [↑] and [↓] keys, then press [OK] to select.



   To determine the non system (zone) trouble condition, highlight the zone number Z001 to Z016) that you want to view using the [↑] and [↓] keys, then press [OK] to select.

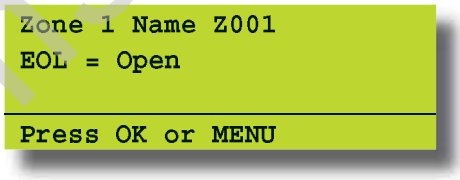


2. If viewing system trouble conditions, the keypad will display similar to the following:



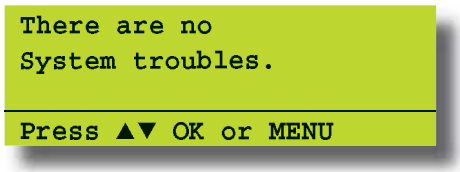
   The third line of the keypad display scrolls between all current system trouble events.

   If viewing non-system trouble conditions, the keypad will display similar to the following:



3. Press [OK] or [MENU] to exit the system trouble menu command:

   If there are no system troubles, the keypad will display:



   Refer to the Trouble Messages table for a complete list of trouble events and their meanings.

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Trouble Condition	Description
Mains Missing	The system has detected that the AC mains supply has failed or is disconnected. If there is not a general power outage in your area then you should contact your security company.
Battery Low	The backup battery has failed the periodic test which the system performs on a regular basis. You should contact your security company as the battery may need replacing.
Battery Missing	The system has detected that its backup battery has been disconnected.
Battery Reversed	The system has detected that backup battery has not been connected correctly. You should contact your security company.
Voltage Low	The voltage reading the keypad has fallen below the minimum programmed by the security company.
Voltage High	The voltage reading at the keypad has increased above the maximum programmed by the security company.
RF Rxer Missing	The system has detected that the RF receiver is disconnected.
RF Rxer Tamper	The system has detected that the tamper circuit on the RF receiver is faulted.
RF Rxer Jammed	The system has registered a jamming fault from the RF receiver. This situation may preven certain parts of your system from working correctly. You should contact your security company.
Comms Trouble R1	The system has failed to send reports to the primary report contact. You should contact your security company.
Comms Trouble R2	The system has failed to send reports to the secondary report contact. You should contact your security company.
Comms Test Fail	The system has failed to send its periodic report to the monitoring station. You should contact your security company.
Buss Trouble	The system has failed to communicate to a system device (e.g. keypad etc).
Default PIN Trbl	The system has detected that either the Installer PIN or User 1 PIN has not been changed from the factory default codes. These codes should be changed immediately to prevent a security risk.
Date And Time	The system date and time needs to be set.
Cabinet Tamper	The system has detected that someone has tampered with its metal enclosure or that it has been forced open. Inspect and contact your security company if necessary.
Siren Trouble	The system has detected that the external siren has failed or has been disconnected from the system.
Telco Line Trouble	The system has detected that its telephone line has been disconnected for a minimum of 30 seconds.
LAN Overload	The system has detected that the current load has exceeded the maximum LAN rating. You should contact your security company.
Comm+ Overload	The system has detected that the current load has exceeded it's maximum COMM+ rating. You should contact your security company.
Accessory Overld	The system has detected that the current load has exceeded it's maximum ACCS+ rating. You should contact your security company.
Time For Service	The system displays this trouble condition to remind you that a service call is due.
Memory Fault	The system has detected an error with its internal memory. You should contact your security company.
Default Memory	The system memory has reset to factory default. You should contact your security company.
Service Mode	The security installer has entered service mode.
Phone In Use	The system is using the phone line.

Table 5: Control PanleTrouble Messages

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System > Commands >

History Log — MENU 7-0-2

This menu allows you to review the last 256 history events (from most recent to least recent).

Each event will display:

Line 1 - Displays Event Number
- Date / Time
- Destination 1 and/or 2 report status (S= Sent, P = Pending, F = Fail, A = Abort and L = Log Only).

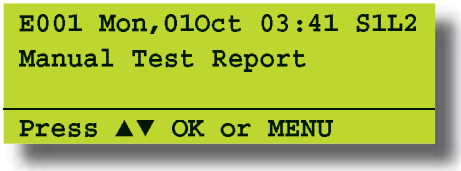
Line 2 - Displays the source of the event (eg. zone name and zone number or user name and user number)

Line 3 - Displays the event description.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [7] + [0] + [2].

   The keypad will display the most recent event stored in the history log.



2. Use the [↑] and [↓] keys scroll between history events.
3. Press [OK] or [MENU] to exit.

System > Clock >

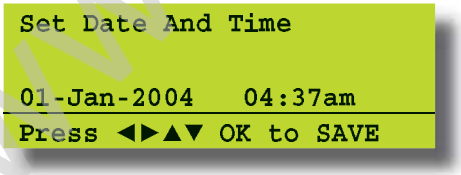
Set Date & Time — MENU 7-1-0

This menu allows you to program/adjust the date and time in the Solution 16Plus control panel.

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [7] + [1] + [0].

   The keypad will display the current date and time.



2. Use the [↑] and [↓] keys to program the month, day, year, hour and minute. Use [←] and [→] keys to scroll cursor left and right to between the month, day, year, hour and minute.
3. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > Schedules >

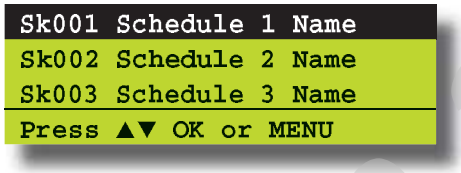
Name — MENU 7-5-0

This menu allows you to program 16 characters of text for each schedule name.

Enter programming mode (PIN + MENU) then,

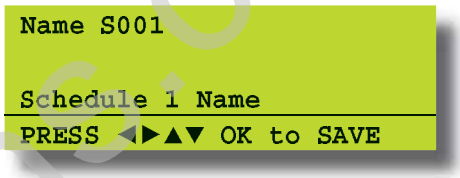
1. Enter [MENU] + [7] + [5] + [0].

   A list of schedules will display on the keypad.



2. Use the [↑] and [↓] keys to select the schedule name that you want to change, then press [OK] to select. Alternatively, you can enter the schedule number, then press [OK].

   The keypad will display the following:



3. To program the schedule name, use the [←] and [→] keys to scroll the cursor left and right across the user name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > Schedules >

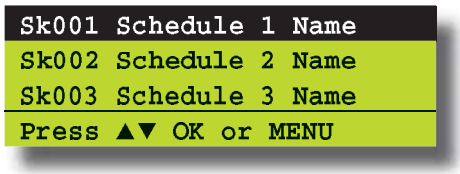
Time — MENU 7-5-1

This menu allows you to program both the start time and stop time of each schedule.

Enter programming mode (PIN + MENU) then,

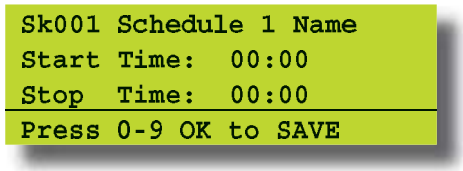
1. Enter [MENU] + [7] + [6] + [2].

   A list of schedules will display on the keypad.



2. Use the [↑] and [↓] keys to select the schedule that you want to change, then press [OK] to select. Alternatively, you can enter the schedule number, then press [OK].

   The keypad will display the following:



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3. Enter the new start and stop times in 24-hour format (00:00 to 23:59 hours).
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > Schedules >

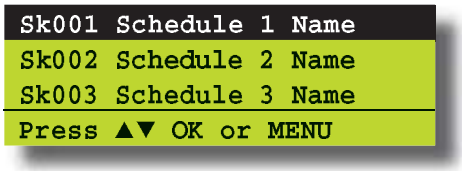
Day — MENU 7-5-2

This menu programs which days of the week the timer execute function will operate. To toggle the day of the week on/off, press the corresponding number on the keypad (e.g. to turn Monday on, press [2] + [OK], to toggle Monday off, press [2] + [OK]).

Enter programming mode (PIN + MENU) then,

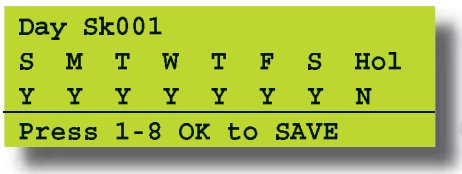
1. Enter [MENU] + [7] + [5] + [2].

   A list of schedules will display on the keypad.



2. Use the [↑] and [↓] keys to select the schedule that you want to change, then press [OK] to select. Alternatively, you can enter the schedule number, then press [OK].

   The keypad will display the following:



3. Press [1] to [8] to enable/disable the days of the week that the schedule will operate.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > Holidays >

Name — MENU 7-6-0

This menu allows you to program 16 characters for the holiday name.

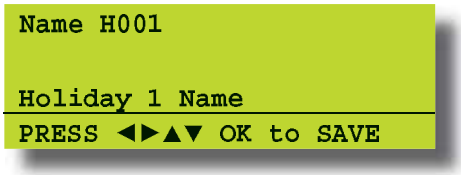
Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [7] + [0] + [6].

   A list of holiday names will display on the keypad.

2. Use the [↑] and [↓] keys to select the timer name that you want to change, then press [OK] to select. Alternatively, you can enter the timer number, then press [OK].

   The keypad will display the following:



3. To program the holiday name, use the [←] and [→] keys to scroll the cursor left and right across the user name text. Use the [↑] and [↓] keys to scroll through the different characters available. To clear all text from the cursor position to the right, press the [OFF] key.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > Holidays >

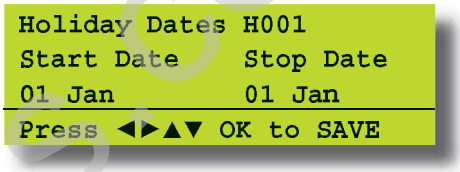
Start / Stop Day — MENU 7-6-1

This menu allows you to program the start date and the stop date of each holiday period.

Enter programming mode (PIN + MENU) then,

1. Enter [MENU] + [7] + [6] + [1].
   A list of holiday names will display on the keypad.
2. Use the [↑] and [↓] keys to select the holiday that you want to change, then press [OK] to select. Alternatively, you can enter the holiday number, then press [OK].

   The keypad will display the holiday start date:



3. To program the holiday start date and stop date, use the [↑] and [↓] keys to scroll the cursor left and right between the holiday day and month. Use the [←] and [→] keys to scroll the day and month.
4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > System Options >

Keypad Hi/Lo Temp — MENU 7-7-3

The keypad Hi/Lo temperature allows you to program the minimum (0 °C) and maximum (50 °C) temperatures the keypad will monitor (tolerance = +/- 2 °C).

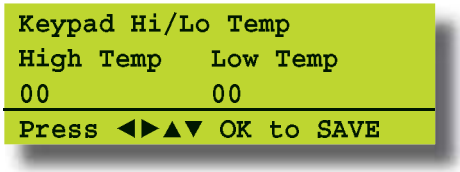
If the temperature falls below the minimum temperature, the keypad will display 'Low Temp °xx'. If the temperature increases above the maximum temperature, the keypad will display 'High temp °xx'.

(xx = programmed temperature to be monitored).

Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [7] + [7] + [3].

   The keypad will display the current temperature settings.



2. Use the [↑] and [↓] keys to program the 'High' and 'Low' temperatures. To toggle between the 'High' and 'Low' temperature, use the [←] and [→] keys (Range = 0°C to 50°C).
3. Press [OK] to save and exit, or press [MENU] to exit without saving.

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System > System Testing >

Walk Test All Zones

MENU 7-9-0

This menu allows you to test all zones within an area at the same time.

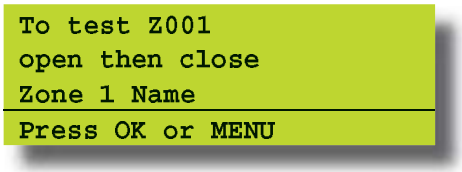
Enter programming mode (PIN + MENU) then,

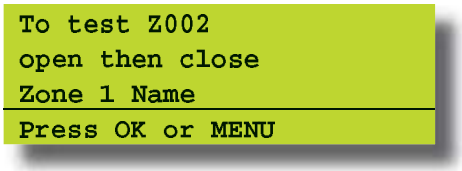
1. Press [MENU] + [7] + [9] + [0].

   The keypad will display a list of areas that are available to walk test zones.

2. Use the [↑] and [↓] keys to select the area that you want to do walk test, then press [OK] to select. Alternatively, you can enter the area number, then press [OK].

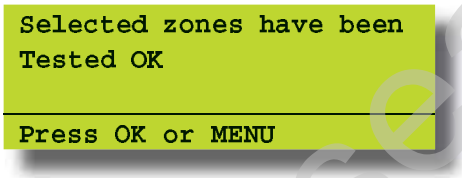
   The keypad will scroll all zones that you can test.





3. Open and close each zone that needs to be tested. A zone that has been successfully tested will no longer scroll on the keypad display.

   When all zones have been tested, the keypad will display:



4. Press [OK] to save and exit, or press [MENU] to exit without saving.

System > System Testing >

Battery Test

MENU 7-9-1

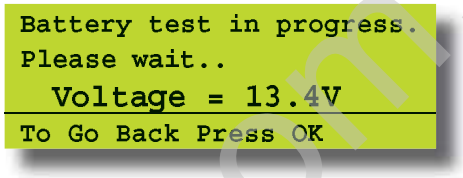
This menu allows you to manually test the systems back up battery. The Solution 16Plus will automatically test the battery once per day and every time the system is armed.

The battery test can take up to two minutes to complete and the keypad will display the voltage of the battery during the test.

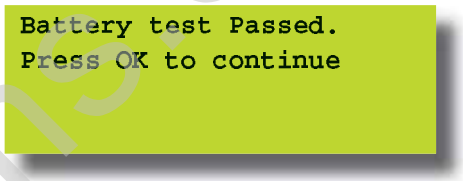
Enter programming mode (PIN + MENU) then,

1. Press [MENU] + [7] + [9] + [2].

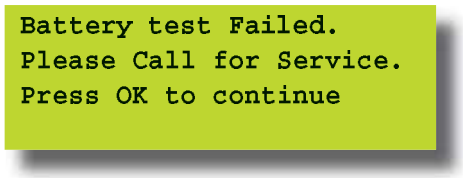
   The keypad will display the battery voltage whilst under test:



   If the battery has passed the test, the keypad will display:



   If the battery has failed the test, the keypad will display:



2. Press [OK] to exit.

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Installation Details

INSTALLED BY: _____ **DATE** _____

PHONE: _____ **FAX:** _____

EMAIL: _____

SERVICE _____

PHONE: _____ **FAX:** _____

EMAIL: _____

MONITORED BY: _____

PHONE: _____ **FAX:** _____

EMAIL: _____

WARRANTY EXPIRES: _____

NOTES: _____

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