



DCJS No. 11-1794






National Security, Inc. *Concord Quick Guide*

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Commands at a Glance

Disarm the system. Cancel an accidental alarm.	1 + CODE CODE or 1 + CODE
Arm to Level 2—STAY.*	2 + CODE
Arm to Level 3—AWAY.*	3 + CODE
Send a police alarm.	 Press and hold both POLICE buttons for 2 seconds.
Send an auxiliary alarm.	 Press and hold both AUXILIARY buttons for 2 seconds.
Send a fire alarm.	 Press and hold both FIRE buttons for 2 seconds.
Arm system with No Delay.*	2 + CODE + 4 or 3 + CODE + 4
Arm system for Latchkey.*	2 + CODE + 6 or 3 + CODE + 6
Bypass a sensor.*	Indirectly: 2 + CODE + # or 3 + CODE + # Directly: # + CODE + Sensor Number
Arm system silently.*	5 + 2 + CODE or 5 + 3 + CODE
Arm system with exit lights off.*	2 + CODE + 0 or 3 + CODE + 0
Turn all lights on/off.	0 + 0
Turn specific lights on/off.	0 + <i>Light number</i>
Check the system status.	* for Short status or * + * for Full status
Turn Chime on/off.	7 + 1
Turn Energy Saver on/off.	7 + 2
Disable local phone access.** (This is a phone command only.)	# + 7 + 3 or wait 5 seconds after picking up the phone
Check alarm memory.	7 + 6
Activate Output.***	7 + 7 + Output number (1–6)
View Event History	8 + CODE + 8

*If Quick Arm feature is on, access code is not required. See "Arming Your System".

**Installer can disable local phone control if desired.

***Must be set up by installer.

Quick Guide to Using Your Concord System*

*please refer to the Owner's Manual provided by the manufacturer for more detailed information regarding the use and function of your alarm system

I. Turning System On & Off

1. To Disarm (turn off) – Press “Disarm” + 4 digit user code
2. To Stay Arm (on with interior bypassed) – Press “Stay”
3. To Away Arm (all zones on) Press “Away”
4. Arm doors and windows with no delay – “Stay” + user code + “4”
5. To Arm silently press either “Stay” or “Away” + “5” + user code

II. Turning Down the Brightness of the Keypad

1. Press “9” + master code
2. Use “B” button to scroll until display reads “Options”
3. Press “#”
4. Use “B” button to scroll until display reads “Touch Pad Brightness”
5. Press “#”
6. Now enter a number 0 through 3 (0 being dark to 3 being the brightest) to select the brightness level.
7. Press “#” to save your selection
8. To exit the programming mode – Press “*” until the display no longer changes.
9. Press “B” to scroll until the display reads “Exit Program”
10. Press “#”

III. IF THERE ARE ZONES OPEN:

The panel will beep in protest when you try to turn it on.
If you would like to bypass all open zones – Press “#” when you hear the protest beeps.

If you need to bypass a specific zone – Arm the system in either the stay or away modes then press “#” and then your code, then you will need to key in the 2 digit zone number (01 – etc). This 2 digit code should be found on your zone list. If you are having a problem locating a zone number please call the Central Monitoring Center for help.

IV. To Reset Smoke Detectors

- 1. Wireless Smokes – Disarm the system. The detector will reset once the smoke has cleared.**
- 2. Hardwired Smokes – Disarm the system, then Disarm again to reset.**

Please note smoke detectors can be triggered by common household elements like dust from drywall work or floors being refinished, steam from the shower if detector is close to bathroom door, spiders or other bugs getting inside the detector, and fumes from extermination, painting or floor refinishing.

V. To Turn Door/Window Chime ON/OFF

Press “7” + “1”

VI. Setting the Time/Date

- 1. Enter programming by pressing “9” and the Master Code**
- 2. Time/Date will appear**
- 3. Press “#” then “B” key next to the display (B is also the down arrow)**
- 4. Enter the date**
- 5. Press “#” then “B” key**
- 6. Enter time in Military Format**
- 7. Press “#”**
- 8.. To exit programming press “*” then “*” again when the display no longer changes use the “B” button to scroll until the display reads “Exit Program” the press “#”**

VII. Programming/Deleting User Codes on an English Language Keypad

1. Enter programming by pressing “9” and the Master Code system will display “Time/Date” use the B button to scroll until display read “User Codes” press “#”

2. To Enter new Master Code

- a. Press “B” until you see “system master code”
- b. then “#”
- c. Enter new 4 digit code
- d. Then press “#”
- e. Press the “*” repeatedly until the display is back to “User Codes”
- f. Press “B” until “Exit Program” is displayed
- g. Then press “#”

3. To Enter New User Codes

- a. Press “9” and the Master Code
- b. Using the “B” button scroll until the display reads User Codes then press “#”
- c. Then use the “B” to scroll to “Regular User Codes” and press “#”
- c. Then use the “B” button to scroll to the user you want to change and press “#”
- e. Enter the 4 digit code then press “#” to save
- f. Press “*” until the display reads “User Codes”
- g. Then Press “B” until “Exit Program” is displayed
- h. Then press “#”

3. To Delete User Codes

- i. Follow instructions listed in New User Codes
- ii. Instead of entering a new four digit code enter your current Master Code then “#”
- iii. Then press “*” and “*” until display no longer changes. Press “B” key until display reads “exit program” then press “#”

Troubleshooting:

- 1. If your panel is in trouble/beeping – Press “*” this should give you a system status report that should indicate what the trouble is, and this will also silence the trouble beeps**
- 2. AC Power Loss – once power is restored to the panel. Press “*” then press disarm and the master code, then disarm and the master code a second time. You can press the “*” to make sure everything has cleared.**
- 3. Sensor Supervisory – sensor may not be communicating with the system – call for service**
- 4. Sensor Trouble – call for service – sensor may not have been reset or may be malfunctioning**
- 5. Sensor (2 digit zone number) Tamper – A wireless zone cover is not properly secured or may be off completely – Secure cover and then trip the zone to clear the tamper**
- 6. Sensor (2 digit zone number) Low Battery - a wireless device has a low battery – disarm system and remove the sensor cover – if the device has an “AA” or “AAA” battery you may change the battery yourself. Any other battery type must be changed by the dealer – call for service**
- 7. Phone Line Failure – there is no dial tone on the phone line that the alarm panel uses to communicate with the central station**
- 8. Low Battery – the main system backup battery is low. This is normal if there has been a power outage. If the power has not been off – please contact the dealer to discuss battery replacement. This battery can only be purchased from the dealer.**
- 9. Resetting the system: to clear memory press disarm + user code twice**
- 10. Review the event buffer – “8” then “master code” then “8” – the “A” and “B” keys will cycle through the events the most recent event will be view first then it will proceed backwards through the events – if you wish to view an event’s details press “#” To exit out of the list press “*”**

