FIRST ALERT
INSTRUCTION MANUAL
FOR FA 270 KEYPADS

SECURITY SYSTEM

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Introduction

Congratulations on your ownership of a *First Alert* security system from *ATP ALARMS.* You've made a wise choice, for it represents the latest in security protection technology today. This system provides:

- Three forms of protection: burglary, fire* and emergency
- At least one keypad which provides control of the system and displays system status.
- Various sensors for perimeter and interior burglary protection
- Smoke or combustion detectors* designed to provide early warning in case of fire.

Your system may also have been programmed to automatically send alarm or status messages over the phone lines to our ULC co-listed Central Monitoring Station located right here in the Okanagan.

> **Commercial installations and some residential systems may not include fire protection –*
> *Confirm your system status through our office.*

System Basics

Burglary Protection

- There are several modes of burglary protection: Stay, Night-Stay, Away, Instant, & Maximum. **STAY**: arms perimeter zones only the entry delay is on. **INSTANT**: same as **STAY**, except the entry delay is off. **NIGHT-STAY**: arms perimeter zones and selected interior zones; entry delay on. **MAXIMUM**: same as **AWAY**, except entry delay is off
- You can **BYPASS** selected zones while leaving the rest of the system armed.
- Chime mode alerts you to the opening of protected doors and windows even while the system is disarmed.

Fire Protection

- Fire protection is always active (if installed) and an alarm sounds if a fire condition is detected.
- Refer to the Fire Alarm System section for information regarding fire protection & smoke detectors.

Security Codes

- You were assigned a 4-digit security code during system installation.
- Use your security code when arming and disarming the system, and when performing other system functions.
- Other users should be assigned different security codes, each can have different authority levels, which define the system functions that particular user can perform.

Zones and Partitions

- The system sensing devices have been assigned to various "zones," which are specific areas of protection (e.g. front door, kitchen window, etc.)
- Zone numbers are displayed at the keypad when an alarm or trouble condition occurs on a sensor
- Partitions provide independent areas of protection, with each partition containing a group of zones that can be armed and disarmed without affecting other zones or users.
- Partitioned systems can include a common zone area, which is an area shared by users of both partitions (such as a lobby in a building)

Arming & Disarming Burglary Protection
- The system must be armed before the burglary protection can sense intrusions.
- To arm your system, enter your security code followed by the desired arming mode key.
- To disarm the system, enter your user code then press the `1 OFF` key.

Alarms
- When an alarm occurs, both the keypad and external sounder will sound, and the keypad will display the zone(s) causing the alarm
- An alarm message will also be sent to our monitoring station.
- To stop the alarm from sounding, and to cancel the police response, simply disarm the system. A "Cancel Alarm" signal will be sent to our monitoring station.

Memory of Alarm
- When an alarm condition occurs, the keypad displays the number(s) of the zone(s) that caused the problem, and displays the type of alarm (e.g. **01 ALARM FIRE** or **05 Alarm** for a burglary.)
- The message remains displayed even after disarming the system. To clear the memory, enter your security code into the keypad and select `1 OFF` again.

Phone Access
- If included, a phone Module permits you to access the system via a touch-tone phone, either on-premises or by calling-in when away.
- You can receive synthesized voice messages over the telephone regarding the status of the security system
- You can arm and disarm the system and perform most function commands remotely via the telephone, with voice confirmation provided after each command.
- Refer to the *Phone Access User's Guide* supplied with the Phone Module for information regarding the use of this feature.

Functions of the Keypads
NOTE: The numbers printed boldly directly on the keys indicate their primary purpose; the functions printed smaller on the keys indicate their alternate or secondary purpose.

Primary Purpose of Number Keys
KEYS 0-9: Used to enter your security code(s) and to perform their associated system function after the security code has been entered.

Secondary Purpose of Number Keys
`1 OFF` Disarms burglary portion of the system, silences alarms and audible trouble indicators, and clears visual display after problem's correction

`2 AWAY` Arms the entire burglary system, perimeter and interior.

`3 STAY` Arms perimeter portion of burglary system only. Interior protection is not armed, allowing movement within premises without causing an alarm. If pressed twice in succession and your system is set up for Night-Stay Mode arming, your alarm will be armed in Night-Stay mode.

4 MAX	Arms the entire burglary system, perimeter and interior, but without the entry delay feature. Entering even via an entry/exit door will cause an instant alarm.
5 TEST	Tests the system and alarm sounder if disarmed.
8 CODE	Used to assign additional user codes and attributes for other users of the system.
6 BYPASS	Removes individual protection zones from being monitored by the system.
7 INSTANT	Arms in manner similar to the STAY mode, but without the entry delay time.
9 CHIME	Turns CHIME mode on and off. When on, the opening of windows or doors while the system is disarmed sounds 3 beeps at the keypad(s)
* READY	Used to display open protection zones.

FUNCTION KEYS
The function keys on the left side of your keypad(s) have been programmed for your convenience. Check with your installer for their function as it relates to your specific system

RED ARMED INDICATOR: (LED) Lit when the system has been armed

GREEN READY INDICATOR: (LED) Lit when the system is ready to be armed (no faults present). While the system is disarmed, this indicator will go on and off as protection zones are closed or opened.

INTERNAL SPEAKER: The built in speaker mimics the alarm sounder during alarms, and will also "beep" during certain system functions. The speaker can also provide voice playback of recorded messages to family members when this option has been selected.

Entry & Exit Delays
Your system has preset time delays, known as exit delay and entry delay.

Exit Delay gives you time to leave through the designated exit door(s) without setting off an alarm. The exit delay begins immediately after arming your system in any arming mode and displays the message, **You May Exit Now**. When, **You May Exit Now** disappears, the system is fully armed.

Exit Delay Restart. If you wish to open the entry/exit door to leave home while other family members remain inside, or to let someone in or out after arming in the STAY MODE you can restart the *exit delay* at any time. Simply press the **[*]** key, then open the door. In addition, opening and closing the entry/exit door before the exit delay time expires (e.g., re-entering to get a forgotten item) will reset the exit delay time once.

Entry Delay gives you time to disarm the system when you re-enter through the designated entrance door. You must disarm the system (simply enter your security code followed by the 1 OFF key) before

the entry delay period ends, or an alarm will occur. The keypad beeps during the entry delay period, reminding you to disarm the system.

You can also arm the system with no entry delay at all by using the INSTANT or MAXIMUM arming mode. These modes can provide greater security while on the premises with all family members inside or while away for extended periods of time.

Checking For Faulted Zones
Using the [*] Key

Before arming your system, all protected doors, windows and other protection zones must be closed or bypassed, otherwise the keypad(s) will display a **Not Ready** message. Use the **[*] READY** key to display all faulted zones, making it easier for you to identify and secure any open zone.

Arming your *ATP ALARMS First Alert* System

- Ensure that the green **Ready Light** is illuminated. The display should only read **AC** (simply to show that there is AC power to the system.

- If the green **Ready Light** is not on, the display will read **NOT READY.** You can see which zones are faulted by pressing the "star" key [*]
    o A fault is when a window, or door is open, or when there is movement in front of a motion detector.)
    o Example: **08.**
        ▪ This indicates that Zone 8 is open.

- Once you have corrected the fault (i.e. closed the door) the green ready light will turn on and the display will read **AC** and the green **Ready Light** will be illuminated.

- If the fault condition cannot be corrected:
    o Call Shadow Alarms at 542-5276 or 1-800-542-0402
                        -OR-
    o You may also choose to bypass the zone using the procedure listed in on page 6.

Arming Modes

The alarm can be armed to several "modes" or levels of armed. These are:

Stay Mode: Arms Perimeter Only, Entry Delay On
- Used when you want to arm the system with persons staying inside or if there are pets that are moving through the premises.
- The perimeter windows and doors are armed while the interior sensors are left inactive.
- The exit delay begins when you arm the system (you may leave through the entry/exit door if desired)
- An alarm sounds if any protected window or non-entry/exit door is opened.
- You may otherwise move freely within the premises.
- Persons entering later can enter through an entry/exit door, but must disarm the system within the entry delay period to avoid sounding an alarm.

- To exit the premises after the exit delay has expired, press the **[*]** key to start an exit delay.

Night-Stay Mode: Arms Perimeter Only, Plus Selected Zones
- Arms same as Stay mode, but also arms pre-selected interior sensors. (e.g. a basement motion detector.)
- Persons entering later can use entry/exit doors but they must disarm the system **and** must not violate any of the programmed interior zones to avoid sounding an alarm.
- **IMPORTANT:** When Night-Stay mode is on, the selected interior zones are armed and cause an alarm if anyone enters those areas. (e.g. , walking in the middle of the night). To avoid sounding an alarm, you must disarm the system before any activity takes place in those interior zones.
- To exit the premises after the exit delay has expired, press the **[*]** key to start an exit delay.

Instant Mode: Arms Perimeter Only, No Entry Delay
- Used when staying inside and you do not expect anyone else to come home.
- Arms the same zones as stay mode
- An alarm sounds immediately if any protected perimeter window or any door is opened, including entry or exit doors.
- To exit the premises after the exit delay has expired, press the **[*]** key to start an exit delay.
- **IMPORTANT:** Arming in this mode greatly increases the chance of accidental activation.

Away Mode: Arms Entire System Entry Delay On.
- Used when nobody will be staying inside.
- The entire system (interior and perimeter) is armed.
- Exit delay begins when you arm the system allowing you to leave through the entry/exit door.
- An alarm sounds if there is any movement detected inside the premises or if any door or window is opened.
- You can reenter through the entry/exit door only and must disarm the system within the entry delay time.

Maximum Mode: Arms Entire System, Entry Delay Off
- Used when leaving the premises for extended periods (e.g., vacation)
- Arms the same zones as Away mode, but entry delay is off.
- An alarm sounds same as Away mode, and sounds upon opening entry/exit doors.

NOTE: This mode should only be used if Phone Module is installed.

Arming Commands

Mode	Press these Keys…	Keypad Confirms By…
Stay	**Security code +** 3 STAY	**STAY** message displayed - Red ARMED indicator light - Three Beeps

Night-Stay Mode	**Security Code** + 3 STAY + 3 STAY	• **STAY NIGHT** message displayed • Red ARMED indicator light • Three Beeps
Instant Mode	**Security code** + 7 INSTANT	• **STAY INSTANT** message displayed • Red ARMED indicator light • Three Beeps • Note that entry delay is turned off
Away Mode	**Security Code** + 2 AWAY	• **AWAY** message displayed • Red ARMED indicator light • Two Beeps • Leave premises through an entry/exit door during the exit delay period to avoid causing an alarm. The keypad beeps rapidly during the last 10 seconds of the exit delay to warn you that it is ending.
Maximum Mode	**Security Code** + 4 MAX	• **AWAY INSTANT** message Displayed • Red ARMED indicator light • Two Beeps • Same as Away (described above) • Note that entry delay is turned off.

Disarming your system

- When you return and enter through the entry/exit door an entry delay timer will start (usually 30 seconds.)
- A "pre-alarm" entry warning will sound.
- Enter your **Security Code +** 1 OFF
  1. the red **armed** light will go off
  2. The key pad will "beep" once

Bypassing a Zone

The 6 BYPASS key is used to disable individual zones.

- You can only bypass and un-bypass zones when the system is not armed.
- You cannot bypass 24-hour fire and emergency zones.
- Bypassed zones will automatically become un-bypassed when the system is disarmed.
- Bypassed zones are unprotected and will not cause an alarm if violated.

To Bypass:

- Enter your **security code** + 6 BYPASS
- Enter the 2-digit zone number(s) for the zone(s) to be bypassed. Single digit zones must be preceded by a zero (e.g. 05, 06)

- The keypad will display a Bypass message for each bypassed zone number. Wait for all bypassed zones to be displayed. Arm the system as usual. When armed, the arming message is displayed with "**BYPASS**."
- To display bypassed zones: **security code** + 6 BYPASS + [*]

NOTE: Once a zone(s) is bypassed, you can un-bypass the zone(s) by entering your **Security Code + 1 OFF**

Chime Mode
To turn Chime Mode on or off:
Security code + 9 CHIME

Chime mode alerts you to the opening of a perimeter door or window while the system is disarmed. When chime mode is activated:
- Three tones sound at the keypad whenever a perimeter door or window is opened.
- The keypad will display **CHIME**
- Interior zones do not produce a tone when they are faulted.
- Chime mode can be used only while the system is disarmed.

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

- To silence a system trouble, enter your security code and 1 OFF key.
- A Trouble will not prevent the arming of the system

Low Battery
If the system notices that the battery is low, a **BAT** message will appear on the keypad and the keypad will chime.
- To silence the trouble condition enter your security code and 1 OFF key.
- Call Shadow Alarms at 542-5276 or 1-800-542-0402

Fire Trouble
In the event of a Fire Trouble the display will read **01 FIRE CHECK** & the keypad will beep continuously.
- To silence the trouble conditions enter your security code and 1 OFF key.
- Call Shadow Alarms at 542-5276 or 1-800-542-0402

AC Power Failure
The Display should always read **AC** in the top right portion of the screen. When AC power is cut off to the system, the display will read **NO AC** in the top right part of the screen.
During brief power loss:
- Your security system will function normally on its rechargeable battery.
- Normal standby time is at least 4 hours.

Accidental Alarm Activations

In the event of accidental alarm activation:
- Enter your Security Code.
- This will send an Automatic Cancel Code to the Central Station.
- The Central Station will cancel the Police.
- No further action is required. However, you may call the Central Station and report the error. Your conversation with the operator will confirm the system is working properly.
- Be prepared to give the operator your system number and your access code.

   * NOTE: When in doubt, assume that the alarm condition is real.

When a Burglary Alarm Occurs

- **The siren will sound for 4 minutes.**

- **The system will automatically dial the Central Monitoring Station and report the nature and location of the alarm.**
  - The system will seize your phone line and report the alarm.

- **The Central Station personnel will:**
  - Dispatch the proper authorities.
  - Contact a property reference to attend.

- **After 4 minutes:**
  - The alarm siren will turn off.
  - The keypad will read **Alarm** followed by a zone description. (e.g. **08 ALARM**)
- **When the property reference enters the location, the keypad will emit a "Pre-Alarm" warning.**
  - When the property reference enters a valid security code:
    - The alarm will disarm.
    - The system will report an "Automatic Cancel Code" to the Central Station.
    - The phone will be temporarily disconnected as the Cancel Code is reported.
  NOTE: The property reference should not enter the site unless accompanied by the police.

  IMPORTANT: Whenever you return and see the display: **"ALARM"** LEAVE IMMEDIATELY and call the Central Station or the police.

Fire Alarm
General
Your fire alarm system (if installed) is active 24 hours a day, for continuous protection. In the event of an emergency, the strategically located smoke and/or heat detectors will sound their alarms and automatically send signals to your system, triggering a loud, interrupted pulsed sound from the keypad(s) and any external sounders. A **FIRE** message will appear at your Keypad and remain on until you silence the alarm (see below for silencing fire alarms).

When a Fire Alarm occurs or you become aware of a fire emergency before your smoke or heat detectors sense the problem:

- Evacuate all occupants from the premises following your prearranged fire evacuation plan immediately.
- Call 9-1-1

When a Fire Alarm Occurs:
- The sounder(s) will pulse on and off every 2 seconds.
- After 30 seconds of the Fire Alarm, a central station report will be generated.

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

Smoke Detector Reset
Depending on the type of smoke detectors in your system, it may be necessary to "reset" the smoke detectors after a fire alarm has been turned off. Check with your installer. This "reset" is accomplished at a keypad, as follows:
- Enter **Security Code +** `1 OFF`

Programming Security Codes
It is our recommendation to have us perform this service for you from our offices. This way our Central Station will have a record of all authorized users of the system in the case of a false alarm. We are pleased to assist you with security codes at no charge during normal business hours.

When you want to change arm/disarm codes:
1. Call ATP Alarms at 1-888-903-8803 in Florida or 1-888-348-0050 in New England.
2. The office will tell you what to do next.

Arming Difficulty
If the system will not arm, it is probably due to one of the following reasons:

- An incorrect security code has been entered.
  - The display will continue to read **AC**
  - If you have entered the wrong code simply enter the correct security code.

- A correct code is entered but the system was not ready (a door or window was open).
  - The keypad will emit one beep
  - The display will display a **NOT READY** message.
  - This is a feature designed to prevent you from arming into an alarm.
  - Check to make sure everything is closed.
  - If you are unable to secure the system, call Shadow Alarms at 542-5276 or 1-800-

542-0402.

Pass Card

This card is an aid to help occasional users remember the numbers that are important to the system. It contains:

- The Central Station phone number in bold type.
- The System Number.
  - o It identifies your location to our operators.
- The Pass Card Number
  - o These 4 digits are:
    - ▪ Your personal identification number and your security code.
- Use these numbers:
  - o To identify yourself to the central station staff.
  - o To arm/disarm the system.

IMPORTANT: Weekly tests are recommended to ensure proper system operation. Discuss testing with Shadow Alarms Ltd. to develop the procedures best suited to your installation.

Alarm Maintenance & Testing

Here are a few things you can do on your own to check your system, and help ensure that it is functioning properly.

Battery Life
Your alarm has a rechargeable backup battery to allow normal operation of your system in the event of a power outage or power loss. This battery is rated for approximately 5 years. As the performance of the battery will diminish over time, we recommend that every 4 years the battery be changed at which point we can also check your systems operation, reporting, and charging.

Smoke Detectors
We recommend checking and testing your smoke detectors weekly according to Can/ULC – S524. If we have supplied smoke detectors or your alarm is tied into existing 120V smoke detectors, it is imperative that they remain clean to ensure their effectiveness. Dust and small insects build up over time inside detectors causing false alarms.

You can test your smoke detectors by pressing and holding the test button on the detector. Your alarm will sound. Disarm the system by entering your (C**ode + off)**. Entering your code and selecting off a second time will reset the system.
IMPORTANT: Call the central station prior to testing, and let them know that you will be setting off your alarm.

Phone Line Problems
Your alarm is tied into your phone lines so it can communicate with our central station in the event of an alarm or trouble condition. If you are experiencing problems with your phone line, and are trying to find the source of the problem, you can disconnect the alarm from the phone line by unplugging the 8-pin telephone jack mounted on or near the alarm panel. (See figure 1.0 below) If unplugging the

jack clears the problem, a service call is required to fix the problem with the alarm. If the problem persists, there is a problem with the phone line, which is unrelated to the alarm system.

Figure 1.0

Checking Zones.
You can check the different zones on your alarm using the chime feature. By turning on the chime feature, any time one of your perimeter zones is opened your keypad(s) will chime. Simply turn on the chime mode and open and close each contacted window and door one at a time. Start at your front door and work clockwise around your home to ensure no openings are missed.