mi64

User Manual

finmon

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Glossary

Arm	This is to set your system into Armed Mode. This means that if a zone is violated, an alarm condition will be activated and your monitoring company (if applicable) will be notified.
Bypassed	This means that a zone is deactivated. When the system is armed and a bypassed zone is violated, it will be ignored by the system.
Chime Zone	This is a zone which will cause the keypad to beep when it is violated and the system is unarmed.
Entry/Exit	This is the zone that you will use to enter or exit your premises once you have armed your alarm. This will have an entry/exit delay that will give you time to enter or exit before the system is armed or an alarm is triggered.
Follower Zone	When the system is armed, this zone can be violated after the entry/exit zone during the entry/exit delay without causing an alarm. This will be the zones you need to go through to access your keypad.
Home Arm	This is when you use your Home 1 or Home 2 profile to arm your premises. This is used when someone is still inside. In this mode you can violate your Home Zones without causing an alarm.
Home Zones	These zones are automatically bypassed when your Home 1 or Home 2 profile is active.
Partition	A group of zones which can be armed or disarmed together. For example, you may have one partition which includes the zones in Building 1, and another partition that covers the zones in Building 2.
Warning Zone	When armed in Home1 or Home2, a warning zone will beep when violated. You will then have a set time to enter a valid user code before the alarm is activated.
Zone	This is an area of your premises which is monitored by sensors or detectors.

1 Introduction to the mi64

Welcome to the mi64, a state of the art alarm panel designed with the security of you, your family and business in mind. Please follow the instructions contained within this manual to ensure trouble free operation.

Your system is made up of the mi64 control panel, one or more keypads, sensors and detectors. You mi64 control panel is contained within a plastic casing- and should only be opened by the installer or a service professional. Anything you need to view, or change about your system can be done from the keypad.

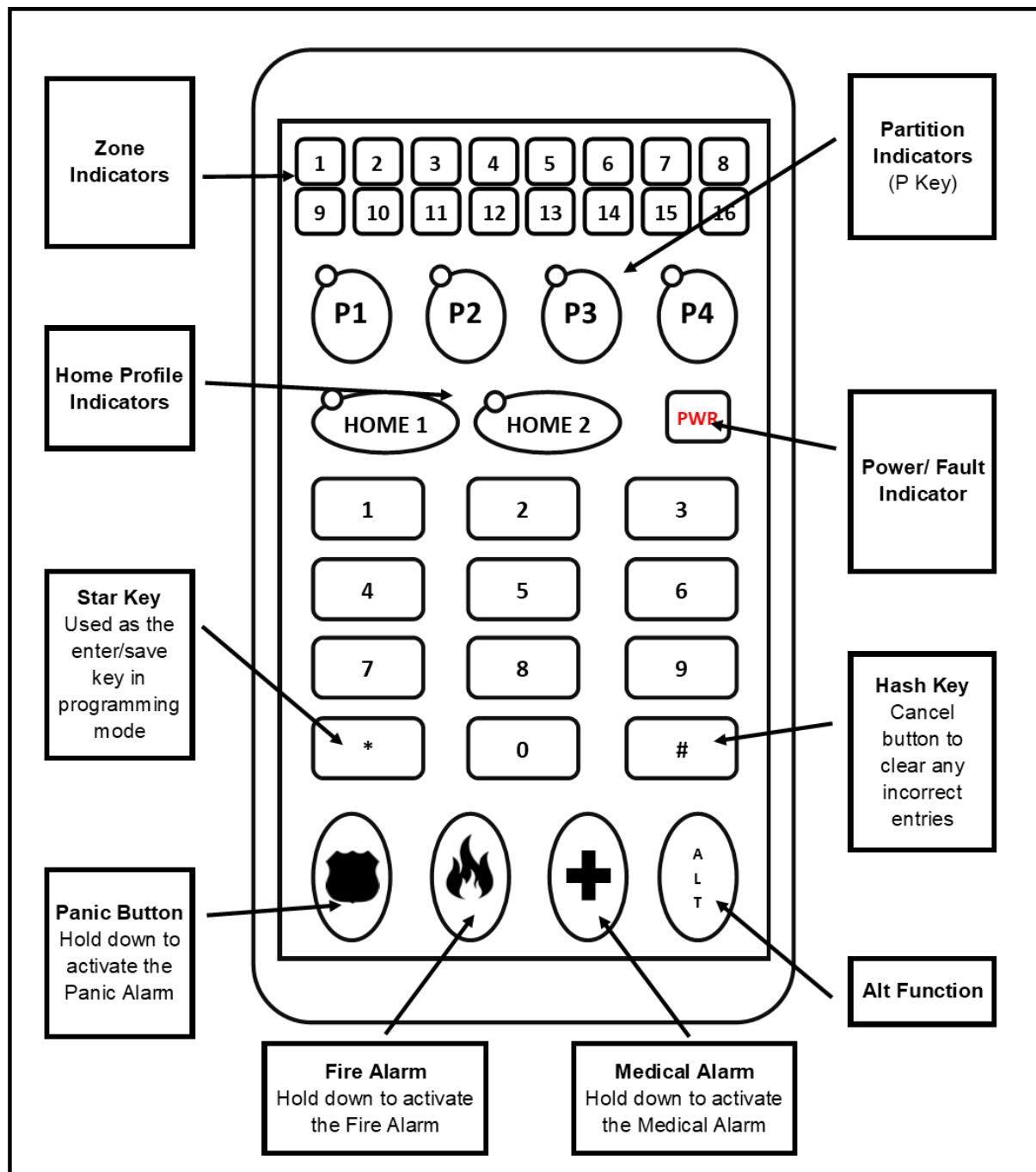Below are a few helpful notes to ensure that your mi64 is used properly:
- Before operation please read this manual carefully and keep it in an accessible place.
- The mi65 should only be installed and serviced by a qualified professional. They will instruct you on how to use the system and the protection that it provides.
- Your system should be tested regularly. Before you test the system notify your monitoring company.
- DO NOT disconnect the mains power. The backup battery is not designed to be a permanent power source, so will discharge and your mi64 will shutdown.
- The mi64 cannot prevent emergencies. Its function is to alert you and your monitoring company of an emergency situation.
- Fire and heat sensors may not detect all fire situations, so please take sensible precautions.

2 Understanding your Keypad

The operation of your security system is controlled by the keypad/s. To ensure correct operation it is vital that you familiarise yourself with the correct use of the keypad.

By default all keypads can view, arm and disarm all partitions. Check with your installer to see how your system has been installed.

Figure 1: The Keypad

2.1 Understanding the keypad indicators

For the location of the indicators please see Figure 1: The Keypad.

Power Indicator

Green	Mains power is connected to the panel and is functioning correctly. There are no fault conditions.
Red	A fault condition has occurred. This could be loss of mains power, low battery or other system fault. Refer to section 12.1 for troubleshooting.

Home 1 and Home 2 Indicators

Green	You are viewing the profile that is illuminated green and the zone indicators will show the status of the zones in this profile.
Flashing Orange	The home profile is in entry/exit delay mode, and will shortly arm.
Red	The system in armed in the Home 1 or Home 2 profile.

Partition (P) Indicators

Bright Green	This is the active partition and it is ready to arm. The zone indicators for the zones belonging to this partition will be displaying their status.
Dim Green	The partition is available, but is not the active partition you are viewing. To view this partition, touch the [P] key and it will turn bright green.
Orange	Not ready to arm. A zone is violated.
Red	The partition is armed.
Flashing Orange	This partition is in entry/exit delay mode, and will shortly arm.

Zone Indicators

Extinguished	Not violated.
Flashing	Violated zone.
Illuminated	The zone is bypassed.

By default LEDs 1-16 display zones 1-16- however this may be programmed per partition. Please speak to your installer to see how they have set up your zone indicators.

2.2 Operating the Keypad

The function of your keypad:

- The keypad is used to send commands to the mi64 and to display the status of the system.
- The keypad has a buzzer, indicator LEDs, and entry command keys.
- The keypad/s will have been mounted within your premises, usually in your entry/exit zones.
- Your keypads are programmed to 'sleep' after a period of inactivity. The LEDs will extinguish, except the power and partition LEDS. To 'wake up your keypad' touch any key. The period of inactivity is programmable and may be turned off.
- At night your keypad will sense the low light levels and provide backlights for easy use. In addition, all the LEDs will be dimmed.
- If there is a violation of a sensor or detector in armed mode, the corresponding zone indictor will flash and the keypad will beep until the fault is cleared.
- To mute your keypad, apart from the keytouch tones, hold [ALT] key until you get a long beep, and then touch [MEDICAL] once. Repeat to unmute.

2.2.1   Keypad Beeps

Your keypad will beep when:
- When you touch any of the keys (short beep)
- When you arm the panel (long beep)
- When a zone is violated when armed (continuous beep, until [#] is touched or system is disarmed)
- When an error is entered on the keypad (three beeps)
- When a fault condition, such as AC fail or low battery, has occurred (double beep with a pause). This beep will only sound if the installer has turned enabled the display of the fault conditions.

3 Your system information

Please check with your qualified installer which of the functions have been enabled for your system.
- Quick Away Arm
- Quick Home 1 and Home 2 Arm
- Arm with Entry/Exit Zones violated
- Home 1 Arm
- Home 2 Arm
- Forced Arming
- Siren sound on arm/disarm
- Panic Alarm
- Fire Alarm

- Medical Alarm
- Chime Zones
- Buzz Zones
- Zone Tamper Monitoring
- Arm with remote control or key-switch
- Exit delay with remote control or key-switch.

3.1 User Codes

Your mi64 allows you to have different user profiles. This means that each user can have different permissions assigned to them. A Master User can add additional users, and arm/disarm the entire system, whereas a Normal User can only arm/disarm the partitions that they are assigned to. For example; you can provide an employee with a code that disarms/arms the outside beams, but they have no control over internal partitions. For more information about user codes see section 10.

Your installer should record the user details below. Keep this somewhere secure, away from your keypads.

User Number	User Code	Type of User	User Name
1	Default code: 1234 **New Code:**		
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			

20	**Duress Code:**		

3.2 Your Zones

The mi64 has 16 zones as standard, but with the addition of expanders and keypads may have up to 64 zones. Your installer should complete this table for you.

Zone	Zone Type	Zone Name
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

The Primary Entry Delay	Seconds
The Secondary Entry Delay	Seconds
The Exit Delay	Seconds

4 Using this Manual

In the tables below we have described when you should use an option, provided a quick how to, and detailed step-by-step instructions.

Remember [#] clears any unintended entries and [*] is the enter/save key.

5 Arming your system

Depending on the way your alarm has been installed- there are several ways to arm the system.

5.1 Away Arm

When	You are leaving the premises, and there is no one else on site/at home.
How	• Touch [#] and then [USER CODE] • Leave via your exit zone.
Step-by-step	• Ensure the partition/s you want to arm are ready to arm (illuminated green). If not check that all monitored windows and doors are closed. • Touch the [#] key to clear any key entries. • Enter a valid [USER CODE]. If you make any mistakes, touch [#] and re-enter the code. • The Keypad will beep and the P key will flash orange for the duration of the entry/exit delay. • Should leave via the entry/exit route. • The panel will arm at the end of the entry/exit delay, and the keypad sound a long beep.
Note	Depending on the type of user, they can only arm and disarm partitions that they are assigned to. If you do not violate the entry/exit zone during the entry/exit delay- the panel will arm in Home1.

5.2 Quick Arm Away

When	You are leaving the premises, and there is no one else on site/at home. You do not want to system to record the user who has armed the system.
How	• Hold down the relevant [P] key to arm that partition. • Leave via your exit zone.
Step-by-step	• Ensure the partition/s you want to arm are ready to arm (illuminated green). If not check that all monitored windows and doors are closed. • Touch the [#] key to clear any key entries. • Hold down the [P] key for the partition you want to arm. • The Keypad will beep and the P key will flash orange for the duration of the entry/exit delay. • You now should leave via the entry/exit route. • The panel will arm at the end of the entry/exit delay, and the keypad sound a long beep.
Note	Depending on the type of user, they can only arm and disarm partitions that they are assigned to. If you do not violate the entry/exit zone during the entry/exit delay- the panel will arm in Home1 mode.

5.3 Home Arming

The mi64 is designed to allow you to have two home profiles. This allows you to arm the perimeter of your premises/home without arming the interior zones that you will be active in.

For example, early evening you could activate Home1 profile which arms your external doors and outside beams- but not any of the internal motion detectors. Then when all go to bed, you could activate Home2 which could additionally arm the internal motion detectors in rooms that you do not use such as the lounge or kitchen.

5.3.1   To Home Arm

When	You are at home or your business but want to arm the perimeter, or an area you are not using.
How	• Hold down the relevant [HOME] key to arm the

	home profile.
	• Once armed- you can change between Home1 and Home2- by touching the alternate [HOME] key.
Step-by-step	• Ensure the home profile you want to arm is ready to arm (no zones flashing). Check that all monitored windows and doors are closed.
	• Touch the [#] key to clear any key entries.
	• Hold down the [HOME] key for the profile you want to arm.
	• The Keypad will beep, and the home indicator will turn red. Any bypassed zones will be illuminated red on the zone indicators.
Note	The functionality and the zones contained within the Home1 and Home2 profiles will be dependant on how your system has been installed. Check with your qualified installer to note which are your home zones. These can be modified by a Master User- refer to section 11.

5.4   Arming with a Remote Control

If your installer has added remotes (or key-switches) to your system, you may use them to arm the system. Speak to your installer to confirm which functionality has been enabled, but it is expected that they will have set up the remote to allow you to arm away, arm Home1, arm Home2 and disarm the system.

When	When you want to use an enabled remote or key-switch to arm the panel in either away mode, Home1 or Home2 mode.
How	• Press the relevant button on your remote to arm the corresponding profile.
	• On successful arm you will get a confirmation flash on your remote.
Step-by-step	• Ensure the home profile or partition/s you want to arm are ready to arm, no zones are flashing. If not ready, check that all monitored windows and doors are closed.
	• Press the relevant button on your remote to arm the corresponding profile.
	• The Keypad will beep and the armed

	partition/profile indicator will turn red. Any bypassed zones will be illuminated red on the zone indicators. • On successful arm you will get a confirmation flash on your remote.
Note	You can add additional remotes when you add users. See section 10.2 for more information.

5.5 Auto Arming

Your system may be set to auto arm at a preprogramed time or day. If you require this function, please ask your installer to set it up for you.

5.6 Arming with Entry/Exit or Follower Zones Violated

Your installer may have set up the system so that you can arm with the entry/exit or follower zones violated. This means for example, you can arm with the front door open. If enabled, arm as normal by entering a valid [USER CODE].

5.7 Forced Arming

If enabled by your installer, you will be able to arm the system even if there are violated zones. If the violated zone is then cleared while in armed mode, it will be monitored as normal.

For example, if you have a monitored window by your front door which is open, you could arm the panel then close the window on your way out. The window would then be monitored as normal. If you didn't close the window, monitoring for it would not be enabled.

6 Bypassing Zones

When	When you want to arm a partition or home profile, but not all the zones contained within it. For example, you may have a tree that is causing your outside beams to trigger a false alarm, or have someone working late in a section of

	the business that is usually armed in Home1.
How	• Hold down the [ALT] key. • Touch [9]. • Touch the number of the [ZONE] to be bypassed. • Touch [*] .
Step-by-step	• Touch [#] to clear any key entries. • Make sure you have selected the home profile or partition that you want to bypass a zone in. Do this by touching the [HOME1/2] key or the relevant [P] key. The profile you are editing will be brightly illuminated green. • Hold down the [ALT] key until you hear a long beep. • Touch the [9] key, you will hear a beep. • Touch the number of the [ZONE] you want to bypass. • Touch [*] to save. The zone indicator will have turned red. • To un-bypass a zone. Select the [ZONE] you want to change. • The zone indicator will have extinguished. • Touch [*] to save. • Touch [#] to exit and return to normal keypad functions.
Note	This can only be done by users who have been assigned a Master Code. Remember, if you are bypassing a zone often due to a fault or issue, ensure it is fixed to allow your system to function correctly.

7 Disarming the System

When	You have returned to your home or business and the system has been armed.
How	• Touch the [#] key. • Enter a valid [USER CODE].

Step-by-step	• Enter via an assigned entry door. Any other entry point will cause an alarm. • As you enter via the entry zone, the entry delay will start counting down and your keypad will beep. • Touch the [#] key to wake up the system and clear any unintended entries. • Enter a valid [USER CODE] during the entry delay time period. • If a correct code is entered, the system will disarm. • If you have entered an incorrect code, the keypad will beep. Touch [#] and re-enter the correct code. • If not valid user code is entered by the end of the entry delay, the alarm will sound and your monitoring company will be notified.
Note	If you make a mistake when entering the code. Touch [#] to clear your entry and start again. If the alarm is sounding when you arrive, or the partition indictor is flashing there has been a violation. **There could still be an intruder on the property. Do not enter and call for assistance.**

8 Viewing the partition memory

When	When an alarm is registered, the siren will sound, the partition indicator will flash red, and the zone indicators for the violated zones will be flashing. Once the alarm is cancelled by entering a valid user code, the keypad will return to its normal state. If you want to look back and check which zones were violated, you can do this via the partition memory.
How	Once you have disarmed the panel: • Touch [ALT]. • Then [0].
Step by Step	• Disarm the system using a valid [USER CODE] for the partition that caused the alarm. • Touch [ALT]. • Touch [0] • The zone indicators for the zones that were violated

	will now be flashing.
	• To exit view mode touch [#].
Note	The partition memory will be erased the next time the system is armed.

9 Emergencies

Your keypad has three emergency keys which have icons on:

- Panic- Shield
- Fire- Flames
- Medical- Cross

When one of these keys are touched a specific reporting code is sent to your monitoring company.

9.1 Panic Alarm

When	There is an emergency and you require help from your monitoring company's response team.
How	• Hold down the [PANIC] key.
Step-by-step	• Hold down the [PANIC] key on the keypad. A panic alarm will be activated and reported to your monitoring company. • Any fixed panic buttons or remote panic buttons can also be touched to activate the panic alarm. • Depending on the how the installer has programmed your system, the panic could cause a siren to sound or it will silent and just an activation will be sent. • When activated from the keypad you will hear a long beep. • If the siren is sounding, you can silence it by entering a valid [USER CODE].
Note	**Touch this key only when an EMERGENCY RESPONSE is required.** Make sure your whole family/staff know where any fixed panic buttons have been installed. If you are unsure, please ask your installer.

9.2 Fire Alarm

When	There is a fire situation and you require help from your monitoring company's response team.
How	• Hold down the [FIRE] key.
Step-by-step	• Hold down the [FIRE] key on the keypad. A fire alarm will have activated and reported to your monitoring company. • A fire alarm can also be trigged by smoke or heat sensors that have been installed and connected to the system. • The siren will sound and the keypad will beep continuously. • You can silence the siren by entering a valid [USER CODE].
Note	Having heat and smoke detectors will not prevent fires. Please take precautions. **Touch this key only when a FIRE RESPONSE is required.**

9.3   Medical Alarm

When	There is an emergency medical situation and you require help from your monitoring company's response team.
How	• Hold down the [MEDICAL] key.
Step-by-step	• Hold down the [MEDICAL] key on the keypad. A medical alarm will be activated and been reported to your monitoring company. • The keypad will sound a long beep to how that the medical alarm has been activated.
Note	**Touch this key only when a MEDICAL RESPONSE is required.**

9.4   Duress Code

When	This should be used in the situation when an intruder forces you to disarm the panel under 'duress'.
How	• Touch the [#] key. • Enter the [DURESS CODE].
Step-by-step	• Touch the [#] key to wake up the system and clear

	any unintended entries.
	• Enter the valid [DURESS CODE].
	• If a correct code is entered, the system will disarm normally, however a duress alarm will be reported to your monitoring company. This will tell them you have been forced to disarm and require emergency response.
	• If you have entered an incorrect code, the keypad will beep. Touch [#] and re-enter the correct code.
Note	**Only use in an emergency situation.** The Duress Code will be set by your installer and should be something that is easy to remember for your whole family/staff.

10 User Codes

Up to 64 users are supported by the mi64, and user codes must be 4 digits long. If you are a Master User, you can assign, edit or delete users.

Each user may be assigned to one, or any combination of partitions. By default they will be assigned to all partitions.

10.1 Programming User Codes

When programming user codes your will need to select an function value:

Table 1: Programming User Codes- Function Values

Value	Function	Partition Status Indicators
1	Add a new user	Green, Orange, Orange, Green
2	Edit an existing user	Orange, Orange, Green, Green
3	Delete a user code	Green, Red, Red, Green
4	Delete a user by number	Red, Green, Green, Red

When	This should be used by a Master User to add, edit or delete users.
How	• Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Select your [OPTION VALUE] from the table above. • Touch [*].

	• Enter the [USER CODE]. • Touch [*].
Step-by-step	• Touch the [Alt] key followed by the [*] key. • The partition status indicators will flash as follows: P1-orange, P2-green, P3-green, P4-orange. • Enter a Master User code followed by the [*] key. The keypad will beep and the partition status indicators will flash- green, orange, orange, green. • Select an option from the User Option table above and then touch [*]. • For the Add, Edit or Delete code options (option values 1,2 and 3) enter the relevant user code and touch the [*] key. • For Delete by user number option (option value 4) enter the user code number and touch the [*] key. • In Delete modes (option 3 and 4) codes or users may be deleted sequentially. After deleting a code/user enter a star followed by another user or code followed by a [*] etc. alternately enter a [#] to exit the mode. • The Keypad will sound a long beep to indicate the change has been accepted. • If two short beeps sound, a mistake has been made. Touch [#] to clear your entry and try again.
Note	Keep an updated list of all users and their user codes. If you want to edit by user number- this is the sequential number that they were added to the system. For example, the third user code to be added, is user number 3. By default all new user codes are assigned to all partitions and are a normal user. If you change this, see User Setup below.

10.2 User Set Up and Assigning Remotes

As mentioned, by default any user codes you create will be assigned to all partitions and will be Normal Users. You can edit this during the user code creation, or can come back and assign/change settings later.

When adding these roles or functions, you will need to use the 'programming pages' which are accessed using the corresponding P key. For example, Page 2 is accessed by selecting [P2]. See below:

Table 2 Programming Page Functions

Page	Function	Description
1	Assigning partitions	Select the partition number followed by [*] to add or remove partitions to and from a user's profile. Only partitions belonging to the profile of the master code used to access programming mode may be added or removed.
2	Assigning user type	Touch the user type number followed by [*] to enable and disable the options as per the user type table below.
3	Add remote functionality	Touch any button on an unused remote in order to enrol it to this user. Only 1 remote may be assigned per user code and only one user may be assigned to a remote.
4	View the user number	The user number is displayed in binary format.

You will also have to select a user type. See below for the options:

Table 3 User Type Values

Values	User Type	Description
1	Master	Can add/remove and edit user codes
2	Duress	A duress code will disarm the panel normally and a duress signal will be sent to the alarm monitoring company. This signals that a user has been forced to disarm the panel under duress.
3	Arm to Disarm	This code will only disarm a partition if the same Arm to Disarm code was used to arm. This code may be given to a user whom has limited access to the premises.
4	Global Arm/Disarm	A Global code will simultaneously arm and disarm all partitions in a users profile. All partitions will follow the status of the partition which was selected at the time the code was entered.
5	Reporting	The user code will report an open and a close when arming and disarming.

When	This should be used by a Master User to edit the partitions and user type assigned to the user, and/or to add a remote to the system.
Step by Step	If out of programming mode: • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Enter [2]. • Touch [*]. • Enter the [USER CODE] • Touch [*]. • To assign/un-assign the partitions. Touch [P1], then the [ZONE NUMBER] followed by [*]. Repeat as necessary. • To assign a user type. Touch [P2], then the desired [USER TYPE NUMBER], followed by [*]. • To assign a remote. Touch [P3], then the remote arm button. The keypad will sound a long beep to indicate it has been assigned. • To view the User Number. Touch [P4], the user number will be displayed in binary format on the zone indicators.
Note	Keep an updated list of all users and their user codes/types.

10.3 Arm to Disarm Code

An arm to disarm code means that if the system is armed with this code, it can be disarmed with this code. But if you do not arm the panel with this code, the code will not work for disarm.

When	You may want to give someone access to your property at a specific time, but not want them to have a code they can use without your knowledge and at anytime. For example, workmen could be given an arm to disarm code if they are coming onto your premises to complete work. In the future, unless you have armed with the same code, they will be unable to disarm the alarm.
How	To Arm: • Touch [#].

	• Then [ARM TO DISARM CODE]. • Leave via your exit zone. To Disarm • Touch [#]. • The same [ARM TO DISARM CODE] used to arm.
Step by Step	• Ensure the partition/s you want to arm are ready to arm (illuminated green). If not check that all monitored windows and doors are closed. • Touch the [#] key to clear any key entries. • Enter a valid [ARM TO DISARM CODE]. If you make any mistakes, touch [#] and re-enter the code. • The Keypad will beep and the P key will flash orange for the duration of the entry/exit delay. • You now should leave via the entry/exit route. • The panel will arm at the end of the entry/exit delay, and the keypad sound a long beep. • To disarm you can enter a valid [USER CODE] or the same [ARM TO DISARM CODE] that you used to arm the panel.
Note	**Remember:** The arm to disarm code will only disarm the system if you have armed the system with the same code. You cannot use the remote for this function. Make sure you only use the arm to disarm code when you want someone else to be able to enter the premises.

11 Home Profiles: Home and Warning Zones

The mi64 provides two home profiles per partition (Home1 and Home2). In other systems these may be referred to as Stay Modes.

Violation of a home zone will not activate an alarm while a partition is home armed. When the partition is armed, violation of a warning zone will cause the keypad to "buzz" for a period before triggering an alarm. If a valid user code is entered during the "warning buzz period" an alarm will not be registered. Please note that the warning zone function is only active when a partition is home armed.

11.1 How to programme and edit Home and Warning Zones

When	You want to add or remove home or warning zones to a Home profile.
How	- Touch [ALT]. - Touch the appropriate [HOME1/2] key. - Enter [ZONE NUMBER] to assign/un-assign to the home profile. - Touch [*]. - Touch [P2]. - Enter [ZONE NUMBER] to assign/un-assign a warning zone. - Touch [*].
Step by Step	- Ensure the keypad is displaying the appropriate partition. - Touch [ALT] and then the appropriate home key [Home1] or [Home2]. - The home key indicator will illuminate green, P1 status indicator will flash orange, and P2,P3 and P4 will flash green indicating the selected home profile is ready for programming. - The zone indicators which are programmed as home zones will illuminate. Zone indicators corresponding to zones programmed as warning zones will be flashing. - Add and remove home zones from the profile by entering the [zone number] followed by [*]. - To program warning zones touch P2, and the P2 status indicator will flash orange. - Zone indicators corresponding to zones programmed as warning zones will illuminate and zone indicators programmed a home zones will flash. Add and remove warning zones by entering the [zone number] followed by [*]. [#] to exit mode.
Note	You can only add/edit the home and warning zones from a keypad that is assigned to the partition that you want to edit.

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12 Chime Zones

When a chime zone is violated, the keypad will sound a 'beep'. This happens when the partition that zone belongs to is not armed.

When	You want to make a zone a chime zone.
	For example, you may want to make the front door a chime zone so that you are alerted each time it is opened.
How	- Touch [ALT]. - Touch [2]. - Enter [ZONE NUMBER] to assign/un-assign as Chime Zone. - Touch [*].
Step by Step	- Ensure the keypad is displaying the appropriate partition. - Touch [ALT] and then [2]. - Enter the [ZONE NUMBER] corresponding to the zone to programmed as a chime zone - Then [*]. - The zone indicator will illuminate. - A chime zone may be cleared in the same way, enter the zone number then [*]. - Touch [#] to exit the mode.
Note	You can only add/edit the chime zones from a keypad that is assigned to the partition that you want to edit.

Troubleshooting

In this section we have given some advice for standard problems that you may encounter. If you cannot find a solution here, please contact your installer or monitoring company.

12.1 Fault Conditions

If a fault condition occurs your power indicator will turn red. You can view the fault, and depending on the type can resolve it yourself or contact your installer/monitoring company.

When	Your power indicator is flashing and you want to know what the fault is.
How	- Touch [ALT] then [7]. - An illuminated zone indicator/s will indicate the fault condition/s. - Refer to 12.1.1 to see what fault has occurred.

12.1.1 Fault Indicators and what to do

Zone Status Indicator	Fault Conditions	Suggested Action
1	Siren Tamper	Contact your installer.
2	Auxiliary 12V Tamper	Contact your installer.
3	Box Tamper	Contact your installer.
4	AC Loss	Check that plug for the AC is in place and turned on. If it is, and the fault is not cleared- contact your installer.
5	Communication Fail	Contact your installer.
6	Low Battery	Check that the plug for the mi64 is in place and turned on. If it is, and the fault is not cleared- contact your installer.
7	Device Tamper	Contact your installer.
8	Device Loss	Contact your installer.
9	Network Trouble	Contact your installer.

12.2 Problems with Arming

Problem	Suggested Action
You enter your user code and the keypad beeps three times.	Press [#] and re-enter a valid [USER CODE].
When you try to arm a partition and the keypad beeps three times.	Make sure the partition indicator is illuminated green. If it isn't- look at the zone indicators and make sure zones are not violated and all monitored windows and doors are closed. You can also bypass zones, but ensure this doesn't leave your premises vulnerable.
You try to arm your Home1 or Home2 Profile and the keypad beeps three times.	Make sure the zones in Home1 or Home2 are ready to arm. Touch the home key and look at the zone indicators- make sure none of your zones are flashing red. If they are- ensure all monitored windows and doors are closed. You can also bypass zones, but ensure this doesn't leave your premises vulnerable.
The siren sounds before you have exited.	If your exit delay doesn't give you enough time to leave- ask your installer to edit the timings. Also make sure you are exiting through an assigned exit zone, and not setting off any sensors. If you regularly use a route to exit which is not assigned as an exit route- ask your installer to change the zone type.

12.3 Problems with Disarming

Problem	Suggested Action
You have entered a code but the system has not disarmed.	Press [#] and re-enter a valid [USER CODE].
The siren sounds as soon as you enter.	It could be that there is no entry delay or that it is too short. Contact your installer to fix this. Also make sure that you haven't accidently violated another zone. If you regularly use a route to enter which is not assigned as an entry route- ask your installer to change the zone type.
The siren goes off before you have reached the keypad.	You have taken too long to get to the keypad. If you need longer- ask your installer to change the timings. Or you have entered a zone that is not a follower zone. If you regularly trigger the alarm this way- ask your installer to make it a follower zone.

13 Contact Information

Your Monitoring Company	
Your Account Code	
Their Phone Number	

Your Installer	
Your Account Code	
Their Phone Number	