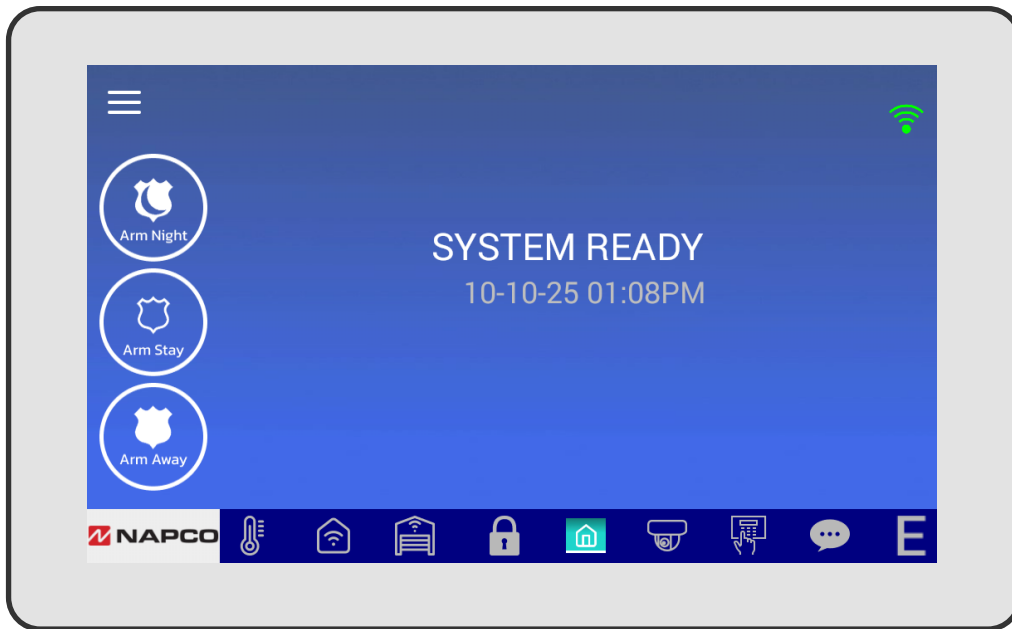


Using your GEM-TOUCH2R Touchpad with your NAPCO Security System

<http://www.napcosecurity.com/>



IMPORTANT - TEST YOUR SYSTEM WEEKLY


Test your sounder & backup battery

(Perform test only on weekends or at a time designated by your alarm company)



1. While disarmed at the Home Screen, tap the **Security** icon (shown above) followed by **MENU**.
2. Tap **Prior/No** until "**ACTIVATE SIREN TEST Y/N**" appears in the window.
3. Tap **Next/Yes** execute the test. The alarm will sound for about two seconds.
 - If the alarm does not sound, call for service.
 - If the battery is low, "**LOW BATTERY E02-00 SERVICE**" will appear in the display indicating a low battery condition. Allow 24 hours for the battery to recharge. If the trouble continues, call for service.

Test your central station communicator

1. At the Home Screen, tap the **Security** icon (shown at top) then **User Settings** ("gear") icon (shown at right).
- 
2. Tap "**Wi-Fi Signal Strength**". Verify the Wi-Fi Range is "**Okay**" (if not, relocate the tablet).
 3. Tap the "back" arrow (at top left), then tap "**Diagnostics**". Wait for the process to complete ("**Diagnosis Finished**").
 - The parts of the test that were not successful will have an "**X**" next to their description(s). **Important:** An "**X**" will always appear next to "**Serial connection**" for wireless keypads connected using Wi-Fi only. Contact your security dealer if any parts of the system are in need of correction.

TO SILENCE AN ALARM:



- OPEN THE KEYPAD
- ENTER YOUR CODE
- TAP  or 

IF A FIRE ALARM, SEE PAGE 22.

FOR SERVICE, CALL: _____

CENTRAL STATION: _____

EXIT DELAY: _____

ENTRY DELAY: _____

FIRE ALARM SOUND*:

BURGLARY ALARM SOUND*:

KEYPAD FIRE ENABLED? ☐ YES ☐ NO

KEYPAD PANIC ENABLED? ☐ YES ☐ NO

KEYPAD AUX. ENABLED? ☐ YES ☐ NO

*FIRE HAS PRIORITY OVER BURGLARY.

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INTRODUCTION

The **GEM-TOUCH2R** is a "smart" user-friendly, interactive touchpad designed for your NAPCO security system. Its interactive touch screens will not only display the status of your system, but will also give you step-by-step instructions to guide you through all operations.

This booklet contains important information about the operation of your system with the **GEM-TOUCH2R** running the **iBridge® App**; read it

carefully and keep it handy for future reference. Check the Glossary for terms that may be unfamiliar to you.

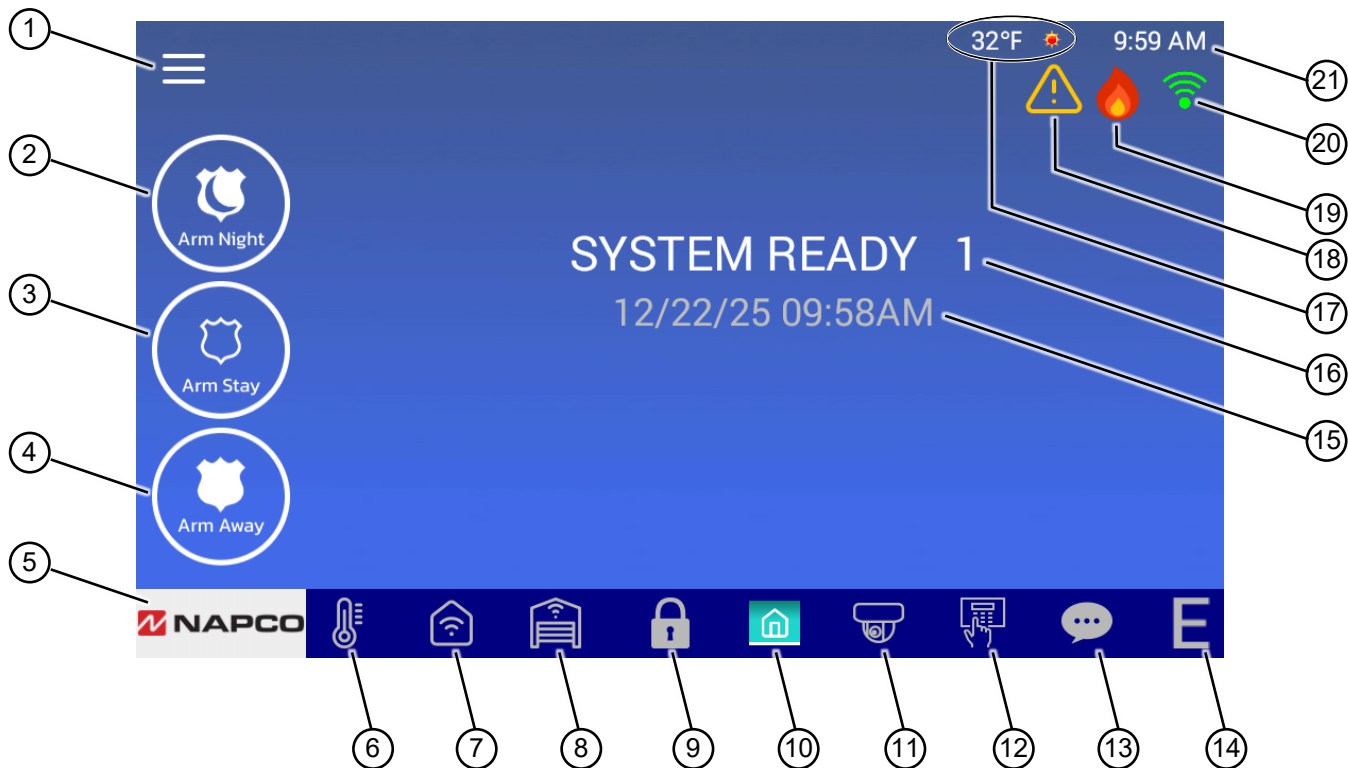
You'll probably find subjects or screens mentioned in this booklet that do not apply to your system. NAPCO keypads and control panels have such a wide variety of features that few security systems, if any, will ever need them all. Your alarm professional has chosen appropriate features for your particular needs.

Regardless of how your system has been configured, rest assured that it has been carefully designed and engineered to the highest industry standards. To assure optimum safety and security, familiarize yourself with this equipment. Periodically check its condition and state of readiness by testing it at least once a week in both the ac/battery and battery-only modes (ask your alarm professional how to make these tests).

IMPORTANT NOTE

Although the instructions in this guide are depicted using the GEM-K1CA "K Series" keypad buttons, this guide can also be used with the "classic" GEM-RP1CAe2 keypad buttons. If your system uses the "classic" GEM-RP1CAe2 keypad buttons, the "classic" **INTERIOR**, **INSTANT**, **FUNCTION** and **ON/OFF** buttons can be used in place of the "K Series" model **STAY**, **AWAY**, **MENU** and **ENTER** buttons, respectively. Refer to the User Guide that came with your wired keypad for more information. Most of the screen images in this guide were created using the Android operating system; most of the corresponding iOS screens are similar. Changes to apps may occur over time, so be aware that all images and text are subject to change without notice.

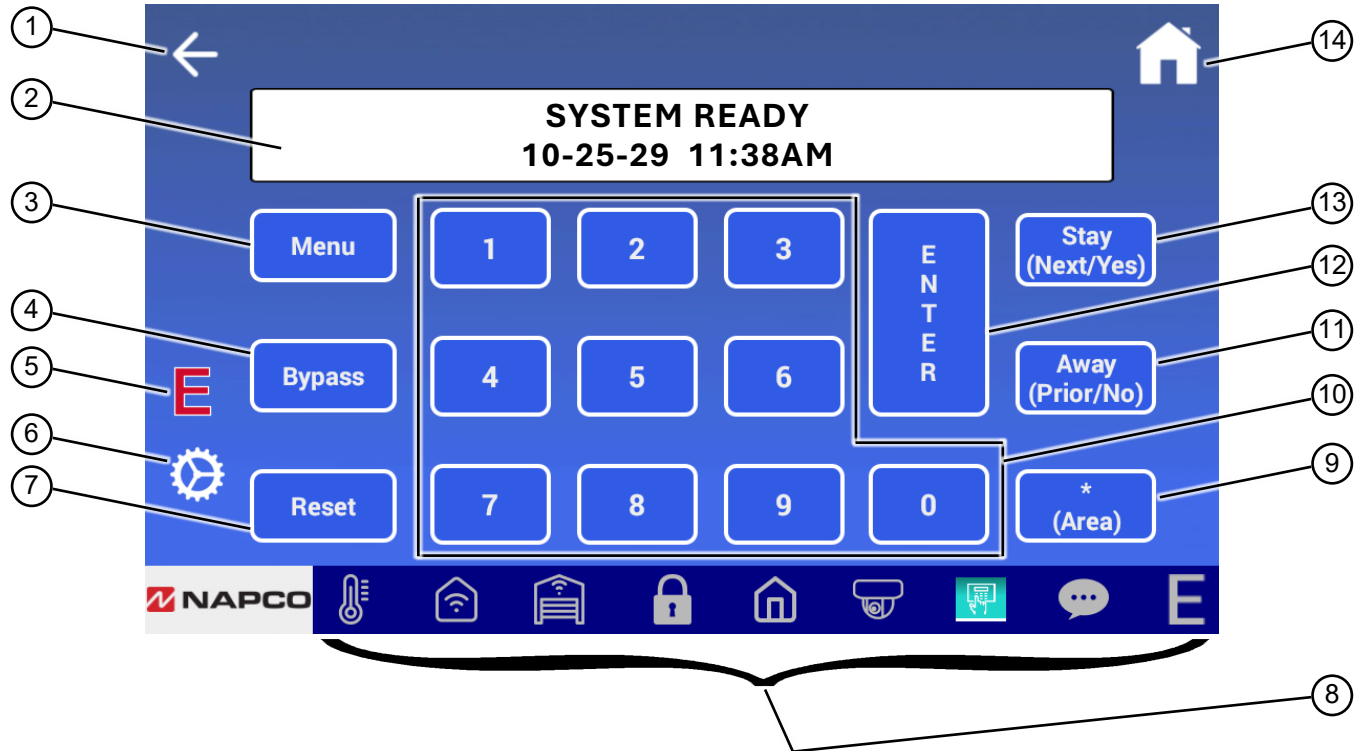
HOME SCREEN





HOME SCREEN ICONS

1. **User Settings:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).
2. **Arm Night:** When retiring for the evening, after all family members are home, tap **Arm Night** to bypass all Interior Zones simultaneously to allow free movement within the premises, while the protection of armed perimeter zones is maintained. In addition, the exit delay is canceled on the exit/ entry zone(s), causing an instant alarm upon violation.
3. **Arm Stay:** (1) Bypasses all Interior Zones simultaneously ("STAY Mode") to allow free movement within the premises. Press and hold down when the system is armed in "STAY Mode" to cancel entry delay on Exit/Entry zones, causing an instant alarm upon violation.
4. **Arm Away:** Arms all zones in the system; display shows exit time remaining.
5. **Logo:** Your security dealer may have added their company logo and contact information; tap to view.
6. **Climate Control:** (optional) Tap to control the Z-Wave automation thermostats and other climate control devices.
7. **Automation:** (optional) Tap to control Z-Wave automation system components, including lighting and other devices.
8. **Garage Door:** (optional) Tap to control and monitor the status of garage doors in your Z-Wave system.
9. **Lock Control:** (optional) Tap to access the Z-Wave door locking devices in your system.
10. **Home Screen:** Tap to return directly to the Home Screen (this screen).
11. **Cameras:** (optional) Tap to discover and view the camera transmissions in your system.
12. **Keypad:** This icon is your gateway to your alarm system. The keypad displayed allows you to arm, disarm, bypass and control system operations.
13. **Messages:** Tap to open the iBridge Messenger login screen. The iBridge Messenger SMS/MMS Notification Service keeps you informed and in control of your protected premises through emails, SMS messaging, or video alerts (10-second MMS video clips) sent to your smart phone.
14. **Emergency Buttons:** Used to signal a Fire, Police or Auxiliary emergency.
15. **Date/Time:** Date and time displayed mirrors the control panel settings.
16. **Status:** Displays system condition messages, zone descriptions, etc.
17. Tap the temperature to open **Weather Settings** where you can enable or disable this feature, define how often weather data is retrieved (**Refresh Frequency**), and specify your location (enter your **USPS Zip Code**).
18. **Trouble:** Tap to open the default keypad. This icon appears if a problem occurs in the system that may prevent arming (see **SYSTEM TROUBLE ERROR CODES** and pages 11 & 22). If unable to clear the trouble to allow the system to be armed, call for service immediately.
19. **Fire** appears during a Fire Alarm. To silence the alarm, enter your code and tap **ON/OFF** or **ENTER**; if the alarm is corrected, tap **RESET** to clear the alarm. See page 22.
20. **Signal:** Displays the wireless signal power. The indicator displays 3 bars maximum; the more bars lit, the stronger the wireless signal. A red "X" appears when the device is not connected.
21. Tap to set the date/time or use the settings provided by your network. Allows the selection of your Time Zone and the 12- or 24-hour clock format. See **Tablet Settings > Date & Time** (page 42-43).

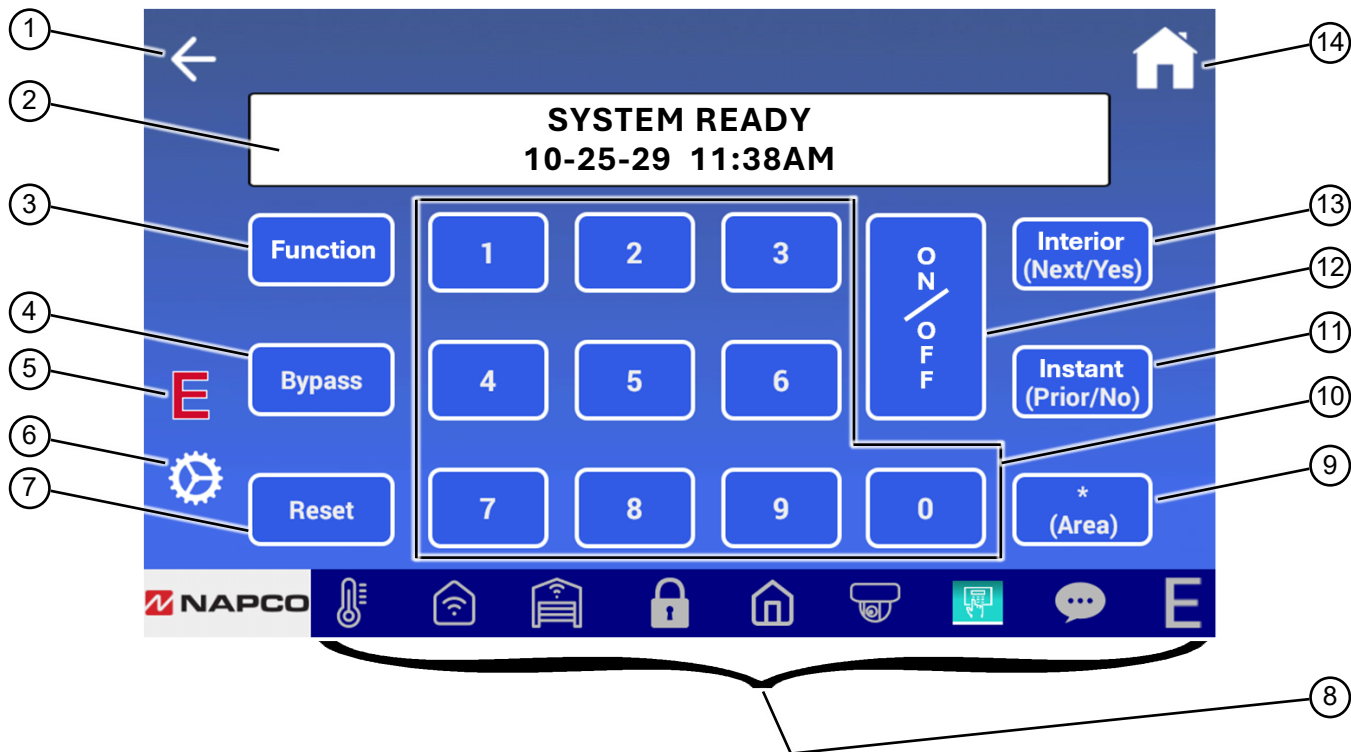
"K SERIES" KEYPAD MODE: CONTROLS & INDICATORS




"K SERIES" KEYPAD MODE: CONTROLS & INDICATORS

1. **Back Button:** Tap to return to the previously selected screen.
2. **Keypad Window:** Displays system status messages, zone descriptions, etc.
3. **Menu Button:** Selects available system functions as displayed in the window. The selected function is executed by tapping the  button.
4. **Bypass Button:** (1) Deactivates selected zones from the system. (2) Unbypasses a bypassed zone (GEM-P816/1632/1664/3200/9600/X255 panels only).
5. **EMERGENCY Buttons:** Used to signal a Fire, Police or Auxiliary emergency (for example, a medical emergency).
6. **USER SETTINGS:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).
7. **Reset Button:** (1) Resets various system troubles, displays, etc. (see text). (2) Resets residential smoke detectors.
8. **Control Icons:** See pages 5-6 (the **HOME SCREEN**) for descriptions.
9. **Area Button (*):** Selects other Areas (see Manager's Mode on page 13).
10. **Numerical Keys (1-9, 0):** Used to enter codes, zone numbers, etc.
11. **Away Button:** (1) Arms all zones in the system, with display indicating the exit time remaining. (2) Scrolls window display backward (**Prior**). (3) Answers "**No**" to questions in the window display.
12. **ENTER Button:** Input entry key. Causes the entered code or selected function to be executed.
13. **Stay Button:** (1) Bypasses all Interior Zones simultaneously ("Stay Mode") to allow free movement within the premises. Hold down  when the system is armed in "Stay Mode" to cancel entry delay on Exit/Entry zones, causing an instant alarm upon violation. (2) Scrolls the window display forward (**Next**). (3) Answers "**Yes**" to questions in the window display.
14. **Home:** Tap to return directly to the Home Screen.

"CLASSIC" KEYPAD MODE: CONTROLS & INDICATORS



"CLASSIC" KEYPAD MODE: CONTROLS & INDICATORS

1. **Back Button:** Tap to return to the previously selected screen.
2. **Keypad Window:** Displays system status messages, zone descriptions, etc.
3. **Function Button:** Selects available system functions as displayed in the window. The selected function is executed by tapping the  button.
4. **Bypass Button:** (1) Deactivates selected zones from the system. (2) Unbypasses a bypassed zone (GEM-P816/1632/1664/3200/9600/X255 panels only).
5. **EMERGENCY Buttons:** Used to signal a Fire, Police or Auxiliary emergency (e.g., a medical emergency).
6. **USER SETTINGS:** Tap to access the screens to allow changes to the way your app operates (see **USER SETTINGS MENU**).
7. **Reset Button:** (1) Resets various system troubles, displays, etc. (see text). (2) Resets residential smoke detectors.
8. **Control Icons:** See pages 5-6 (the **HOME SCREEN**) for descriptions.
9. **Area Button (*):** Selects other Areas (see Manager's Mode on page 13).
10. **Numerical Keys (1-9, 0):** Used to enter codes, zone numbers, etc.
11. **Instant Button:** (1) Cancels entry delay on Exit/Entry Zones, causing an instant alarm upon violation. (2) Scrolls window display backward (PRIOR). (3) Answers "NO" to questions in the window display.
12. **ON/OFF Button:** Input entry key. Causes the entered code or selected function to be executed.
13. **Interior Button:** (1) Bypasses all Interior Zones simultaneously to allow free movement within the premises. (2) Scrolls the window display forward (NEXT). (3) Answers "YES" to questions in the window display.
14. **Home:** Tap to return directly to the Home Screen.

HOME SCREEN WARNING ICONS

Fire and/or **System Trouble** icons appear on the Home screen in all installations when they occur.



"Fire"

- Appears during a Fire Alarm
- When Pulsing: Fire Alarm Silenced



"System Trouble"

If the **System Trouble** icon is displayed, the system has detected a problem that may prevent it from operating normally. A number corresponding to the trouble will appear (for example, **E-02 Low Battery**; see **SYSTEM TROUBLE ERROR CODES** on pages 54-58). If you cannot correct the problem immediately, tap **RESET** and you will then be able to arm the system in this condition (have the system checked as soon as possible).

- Appears when a Fire or general trouble is detected
- Low battery: Control panel backup battery low voltage condition detected
- AC Power Loss: Icon appears during AC power outages; disappears when AC power restored

ARMING "AWAY": SETTING THE ALARM WHEN LEAVING

If the feature "Easy Arm" is programmed, the arming steps will be simplified. Ask your alarm installer if Easy Arm is enabled.
(Optional - Is Easy Arm programmed? ☐YES ☐NO) **Note:** To arm from the Home screen, go to page 14.

- 1 Close all perimeter windows and doors before arming. The words "**SYSTEM READY**" must appear in order to arm. If "**Zones Faulted**" displays followed by the number and description of each faulted zone, then note each problem zone and secure it by closing its window, door, etc. When all zones are secure, the window will display "**SYSTEM READY**".
- 2 From the Home Screen, tap **Arm away**.



- **If Easy Arm is enabled:** The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- **If Easy Arm is NOT enabled:** Enter your code and tap **Enter**. **Note:** If you enter a wrong code, "**INVALID ENTRY, TRY AGAIN**" will display.

The Keypad Window will display "**PLEASE EXIT IN XXX SECONDS**" (where "**XXX**" represents the exit time remaining, in 10-second steps).

- 3 **Leave the premises.** Leave through the exit door before the exit time expires.

If you are unable to arm...

If you attempt to arm with a faulted Zone, a 3-second tone will sound at the tablet. The audible message "**There is a Zone open, please secure and try again**" and the text "**CAN'T ARM SYSTEM, ZONE FAULTED**" will display in the window, indicating that the faulted zone(s) must be secured before the system can be armed.

If you cannot secure the faulted zone(s), cannot locate or repair the problem yourself, either call your alarm installer for assistance, or you can *temporarily* bypass the problem zone(s) from the system (see **Bypassing Zones** on page 14).

ARMING "AWAY": SETTING THE ALARM WHEN LEAVING

Arming with a System Trouble

If you attempt to arm with a "SYSTEM TROUBLE" display alternating with an indicated trouble code (e.g. "E02-00" (low battery); see **SYSTEM TROUBLE ERROR CODES** on pages 54-58), a 3-second tone will sound at the keypad. The window will display "**CAN'T ARM SYSTEM, PRESS RESET KEY**". If you cannot correct the problem immediately, tapping **RESET** will enable you to arm in this condition. Be sure to call for service as soon as possible.

Area Arming (Optional)

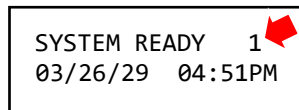
Some systems may be divided, or partitioned, into smaller independent subsystems, which are referred to as 'Areas'. In a system that has been partitioned into multiple Areas, one or more Area may be armed while others remain disarmed.

Manager's Mode (Optional)

The Manager's Mode allows you to arm / disarm other Areas in a partitioned system. *To arm a different Area:*



1. While disarmed, tap the **Keypad** icon (shown at left). In the Keypad screen that appears, take note of the current Area number displayed at the top of the Keypad Window. For example, "**SYSTEM READY 1**" indicates the keypad is currently providing status and control of Area 1 (see illustration, below).
2. Tap the numerical key representing the other Area number, then tap the **★(Area)** key followed by **ENTER**. The keypad will now provide status and control of that selected Area (notice the number to the right of "**SYSTEM READY**" will change to the new Area number).
3. Enter your User Code followed by **Away** to arm or disarm the Area.
4. Tap the **★(Area)** key followed by **ENTER** to return to the home Area.



Global Arming (Optional) (Available only with the GEM-P1632/1664/3200/9600/X255 panels)

To **arm** all Areas simultaneously, tap **9** followed by the **★(Area)** key, enter your User Code followed by **ENTER**.

To **disarm** all Areas simultaneously, tap **0** (zero) followed by the **★(Area)** key, enter your User Code followed by **ENTER**.

- The User Code must be valid in all Area(s).
- If any zone is not secured, the keypad will display "**CAN'T ARM SYSTEM, AREA X IN TROUBLE**", where X indicates the number of the Area in trouble. All faulted zones in the respective Area(s) must be secured or bypassed. **Note:** If a system trouble is indicated, the system cannot be armed using this method.

ARMING AWAY USING THE KEYPAD SCREEN

Arming the System - Arm Away



1. **From the Home Screen**, tap the **Keypad** icon (shown at left) to display the keypad.
2. **Check the tablet.** On the face of the unit are two lights. The top green **STATUS** light must be lit in order to arm. If this green light is off, the description of any unsecured zone(s) will display. Find each problem zone and secure by closing windows, doors, etc. When all zones are secure, the green **STATUS** light will light and the Keypad Window will both read, "**SYSTEM READY**".
3. **Arm the system.** Enter your User Code followed by **Away**. On the face of the tablet, the green **STATUS** light will turn off and the red **ARMED** light will turn on. **Note:** If you enter an invalid User Code, the system will beep 4 times and a voice prompt will inform you of the invalid code. Re-enter your User Code.
4. **Leave the premises.** Leave through the exit door before the exit time expires.

Selectively Bypassing Zones

If you cannot locate or repair an unsecured ("faulted") zone, it can be removed from the system *or bypassed*:

1. If you start at the Home Screen, tap the **Keypad** icon (shown above) to display the keypad.
2. At the keypad, tap the zone number, then tap **Bypass**.

The word **BYPASS** appears on the keypad screen (at the top left) indicating that a zone has been bypassed.

Note: Bypassed zones are unprotected! If an unsecured zone cannot be secured, have the system checked as soon as possible. To remove the bypass from the zone (to "unbypass"), repeat this procedure, and the **BYPASS** icon will disappear. **Note:** Some installations may require a User Code before bypassing or unbypassing a zone. If in doubt, ask your security system installer if a User Code is required. See page 32 for more information.

ARMING "STAY": PROTECTING YOURSELF AT HOME

Interior Zones, when bypassed, allow free movement within the home while the protection of armed perimeter zones is maintained. If the feature "Easy Arm" is programmed, the arming steps will change. Ask your alarm installer if Easy Arm is enabled.

(Optional - Is Easy Arm programmed? ☐YES ☐NO)

- 1 Close all perimeter windows and doors before arming. The words "**System Ready**" must appear in order to arm. If "**Zones Faulted**" displays followed by the number and description of each faulted zone, then note each problem zone and secure it by closing a window, door, etc. When all zones are secure, the window will display "**System Ready**".



- 2 From the Home Screen, tap **Arm Stay**.

- **If Easy Arm is enabled:** The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- **If Easy Arm is NOT enabled:** Enter your code and tap **ENTER**. **Note:** If you enter a wrong code, "**INVALID ENTRY, TRY AGAIN**" will display. The Keypad Window will display "**PLEASE EXIT IN XXX SECONDS**" (where "XXX" represents the exit time remaining, in 10-second steps).

- 3 **Remain inside the premises.** Persons wishing to exit can leave through the exit door before the exit time expires.

If you are unable to arm...

If you attempt to arm with a faulted Zone, a 3-second tone will sound at the tablet. The audible message "**There is a Zone open, please secure and try again**" and the text "**CAN'T ARM SYSTEM, ZONE FAULTED**" will display in the window, indicating that the faulted zone(s) must be secured before the panel can be armed.

If you cannot secure the faulted zone(s), cannot locate or repair the problem yourself, either call your alarm installer for assistance, or you can *temporarily* bypass the problem zone(s) from the system (see **Bypassing Zones** on page 14).

ARMING STAY USING THE GEM-K1CA "K SERIES" KEYPAD

Interior zones, when bypassed, allow for free movement within the home while the protection of armed perimeter zones is maintained. To bypass interior zones:



Stay
(Next/Yes)

1. **From the Home Screen**, tap the **Keypad** icon (shown at left) to display the keypad.
2. **Check the tablet.** On the face of the unit are two lights. The top green **STATUS** light must be lit in order to arm. If this green light is off, the description of any unsecured zone(s) will display. Find each problem zone and secure by closing windows, doors, etc. When all zones are secure, the green **STATUS** light will light and the Keypad Window will both read, "**SYSTEM READY**".
3. **Arm the system.** Enter your User Code followed by **Stay**. On the face of the tablet, the green **STATUS** light will turn off and the red **ARMED** light will turn on. **Note:** If you enter an invalid User Code, the system will beep 4 times and a voice prompt will inform you of the invalid code. Re-enter your User Code.
4. **Remain inside the premises.** The keypad will display the exit time remaining in 10-second decrements and will display, "PLEASE EXIT in XXX" (where "XXX" represents the exit time remaining) allowing you the option to leave the premises during this exit delay or remain inside.

Automatic Interior Bypass (Optional - *Automatic Interior Bypass* programmed? ☐ YES ☐ NO)

Your system may have been programmed for Automatic Interior Bypass, allowing the system to recognize when you have armed AWAY but remained in the house, thereby prompting the system to automatically adjust the interior protection accordingly.

- If you arm AWAY but do not exit (the exit door does not open and close), all Interior zones will automatically bypass at the end of the exit delay (thus arming STAY). On the touchscreen, the Keypad Window will read, "**ARMED STAY**", indicating that it is safe to move within the premises.

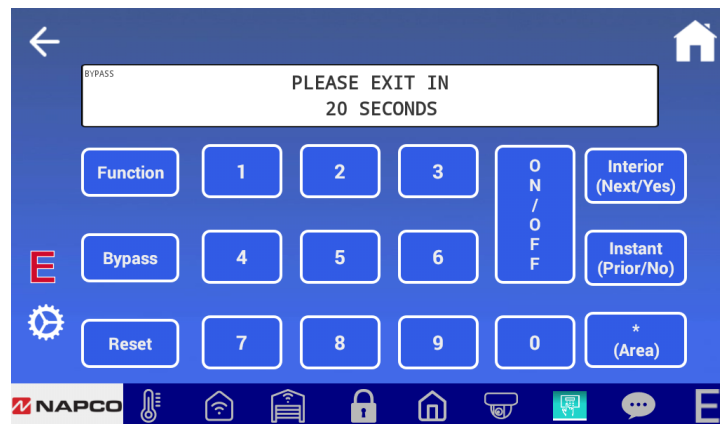
ARMING STAY USING THE "CLASSIC" (GEM-RP1CAE2) KEYPAD

Interior zones, when bypassed, allow for free movement within the home while the protection of armed perimeter zones is maintained. When retiring for the evening, after all family members are home, you can also cancel the entry delay on the Entry Zone(s) by arming with 'instant protection' -- opening the entry door will cause an immediate alarm. **Note:** Your User Code is only required when Easy Exit is disabled. **To arm Stay with instant protection:**

1. **From the Home Screen**, tap the **Keypad** icon (shown at right) to display the keypad.
2. **Check the tablet.** On the face of the unit are two lights. The top green **STATUS** light must be lit in order to arm. If this green light is off, the description of any unsecured zone(s) will display. Find each problem zone and secure by closing windows, doors, etc. When all zones are secure, the green **STATUS** light will light and the Keypad Window will both read, "**SYSTEM READY**".
3. **Arm Stay with instant protection.** Enter your User Code, press **Interior** > **Instant** > **ON/OFF**.



- On the face of the tablet, the green **STATUS** light will turn off and the red **ARMED** light will turn on. **Note:** If you enter an invalid User Code, the system will beep 4 times and a voice prompt will inform you of the invalid code. Try again.
4. **Remain inside the premises.** The keypad will display the exit time remaining in 10-second decrements and will display, "PLEASE EXIT IN XXX" (where "XXX" represents the exit time remaining) allowing you the option to leave the premises during this exit delay or remain inside.



"CLASSIC" KEYPAD: INTERIOR & INSTANT BUTTONS

BYPASS SYSTEM READY
10-15-29 10:07PM

Interior Button

The **Interior** button allows you to "Arm Stay", i.e., bypass Interior Zones to allow free movement within the home while the protection of armed perimeter zones is maintained. To bypass Interior Zones, press **Interior** (the word **BYPASS** appears on the keypad at the top left) then enter your User Code followed by **ON/OFF**. In addition, your alarm system may have provisions for two 'Groups' of Interior Zones.

(Optional - Interior Groups programmed? ☐YES ☐NO)

- Press **Interior** followed by **ON/OFF** to Bypass Interior Group 1: [_____]
- Press **Interior** twice followed by **ON/OFF** to Bypass Interior Group 2: [_____] (GEM-P9600 Only)
- Press **Interior** three times followed by **ON/OFF** to Bypass both Interior Groups 1 & 2.

BYPASS PLEASE EXIT IN
20 SECONDS

Instant Button

When retiring for the evening, after all family members are home, you can cancel the entry delay on the Entry Zone(s) by arming with 'Instant Protection'. When armed with Instant Protection, the opening of an entry door will cause an immediate alarm. Press **Instant** just prior to arming, or at any time after the system is armed. To Arm Stay with Instant Protection, tap these three buttons: **Interior** > **Instant** > **ON/OFF**.

- When arming with Instant Protection, the exit delay will remain in effect, allowing exit of the house just after arming. While armed, the window will display "SYSTEM ARMED" ("**SYSTEM ARMED I**" will display with the GEM-P9600/3200 control panels) and the red ARMED light will flicker rapidly to indicate *instant protection*.

Arm Stay
with
Instant
Protection

Interior
(Next/Yes)

> Instant
(Prior/No)

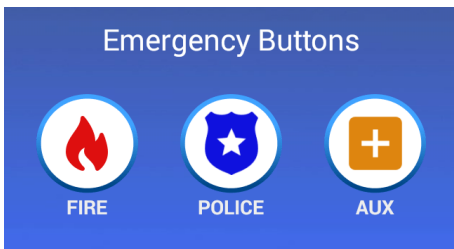
> ON
/
OFF

EASY EXIT / EMERGENCY BUTTONS*

Easy Exit (Optional - Easy Exit programmed? ☐ YES ☐ NO)

Easy Exit allows you to exit the premises while the system is armed Stay. The Exit Delay countdown will take place, during which time you are permitted to leave through the exit door (the delay time is identical to the Exit Delay time the system gives you each time it is armed Stay). Easy Exit allows, for example, an early morning commuter to exit the house without having to disarm and rearm the system, awaking the family. To use Easy Exit:

- With the system armed Stay, tap the **Keypad** icon (shown at right) to display the keypad.
- ☐ Tap **ENTER** or **ON/OFF** to activate Easy Exit. (GEM-P3200/9600/X255 V20 or greater, GEM-P816/P1632/P1664 V9A or greater)
- ☐ Tap **Interior** to activate Easy Exit on your system. (GEM-P3200/GEM-P9600 V11D or less, GEM-P1632 V8G or less)



(To activate, press and hold until beep)

Note: Fire and Police buttons, when activated, are audible within the premises.

* **Note:** Discuss your Emergency features with your installation company.

Emergency Buttons (Only available if programmed)

If programmed, Emergency Buttons are always active, whether the system is armed or disarmed. Fire and Police buttons, when activated, are audible within the premises.



Fire Emergency: Tap the red "E" button, then press and hold the **FIRE** button to alert the central station of a fire emergency.*

(Fire Emergency programmed? ☐ YES ☐ NO)



Police Emergency: Tap the red "E" button, then press and hold the **POLICE** button to alert the central station of a police emergency.*

(Police Emergency programmed? ☐ YES ☐ NO)



Auxiliary Emergency: Tap the red "E" button, then press and hold the **AUX** button to alert the central station of an Auxiliary emergency.*

(Auxiliary Emergency programmed? ☐ YES ☐ NO)

DISARMING (TURNING OFF THE ALARM) WHEN RETURNING

Disarming the System

Enter your premises through the Entry/Exit door. The keypad will sound a steady tone to remind you to disarm the system before your Entry Delay time expires. The keypad automatically appears.

- Enter your User Code and tap **ENTER** or **ON/OFF**. The Keypad Window will read "**SYSTEM READY**", indicating that the system has been disarmed. If you enter an invalid code, the keypad will beep 4 times, signifying an error. Re-enter your code immediately. *10 seconds before Entry Delay expires, the keypad will emit a pulsing warning tone.*

Alarm Indication / Silencing an Alarm

If "**ALARM**" is displayed, an alarm occurred while you were out. Proceed with caution! If you suspect that an intruder may still be in the premises, leave immediately and call authorities from a neighbor's telephone.

To silence an audible alarm:

- 1 At the keypad screen, enter your User Code and tap **ENTER** or **ON/OFF**. After the system is disarmed, the window will continue to display "**ALARM**" followed by the zone(s) violated.
- 2 To reset the display, note the zones violated, then tap **RESET**.

Ambush (Optional) Your Ambush Code Type is: ☐ **TYPE 1** (Prefix) ☐ **TYPE 2** (Unique) **My Ambush Code is** _____

If an intruder forces you to disarm your system, enter your Ambush Code tap **ENTER** or **ON/OFF**. There are two types of Ambush Codes: **(1)** A 2-digit code (prefix) entered prior to your normal User Code --or-- **(2)** A separate and unique User Code.

- *Example Type 1 (Prefix):* If your User Code is 1 2 3 4 and your Ambush Code is **99**, tap **9 9 1 2 3 4 ENTER** (or **ON/OFF**).
- *Example Type 2 (Unique):* If your User Code is 1234 and your Ambush Code is **8899**, tap **8 8 9 9 ENTER** (or **ON/OFF**).

Using your Ambush Code will send a *silent alarm* to the central station. The window will display "**SYSTEM READY**" as if the system were normally disarmed. There will be no indication that a silent alarm has been sent.

ARMING "NIGHT": PROTECTING YOURSELF WHEN SLEEPING

Night Mode: Instant Protection

When retiring for the evening, after all family members are home, you can cancel the entry delay on the Entry Zone(s) and arm the system in "Night Mode" to allow for "Instant Protection". When armed in Night Mode, opening any entry door will cause an immediate alarm.

When arming with instant Night Mode protection, the exit delay will remain in effect, allowing exiting of the premises just after arming. While armed, the window will display "**SYSTEM ARMED**" ("**SYSTEM ARMED I**" will display with the GEM-P3200/9600/X255 control panels).

Remember: When armed with instant Night Mode, opening any entry door will cause an immediate alarm.

Tap **Arm Night**.



- **If Easy Arm is enabled:** The Exit Delay countdown takes place, during which time you are permitted to leave through the exit door.
- **If Easy Arm is NOT enabled:** Enter your User Code and tap **ENTER** or **ON/OFF**. **Note:** If you enter a wrong code, "**INVALID ENTRY, TRY AGAIN**" will display.

The Keypad Window will display "**EXIT TIME XXX**", "**PLEASE LEAVE NOW**" (where "XXX" represents the exit time remaining, in 10-second steps).

FIRE ALARM & FIRE ZONE TROUBLE

(Applicable only where local ordinance permits use of this alarm control panel for fire protection)



(FIRE Icon)

Fire-Zone Alarm*

If a fire is detected, the **FIRE** icon appears on the home screen (see pages 5-6).

1. If a fire is in progress, evacuate the premises immediately! If necessary, call the Fire Department from an outside phone.
2. To silence the alarm, enter your code and tap **ENTER** or **ON/OFF**.
3. If there is no evidence of a fire, tap **RESET** to clear the alarm.
4. Check smoke detector(s). If a smoke detector tripped, its red alarm indicator light will be on.

After the alarm condition is corrected (thermostat cooled down; smoke cleared from detector; etc.), tap **RESET** again to reset the keypad (the reset may take up to about 10 seconds).

NOTE: When the Fire Zone is reset, the **FIRE** icon on the display home screen will go out. If the **FIRE** icon is still displayed, the fire zone has not been properly reset. If you cannot clear this condition by tapping **RESET**, call for service.



(TROUBLE
Icon)

Fire-Zone Trouble*

If a problem in the fire-circuit is detected, "**FIRE TROUBLE**" and the Zone number will display, the sounder will pulse and the "Trouble" icon will flash.

- Tap **RESET** to silence the sounder. Call for service immediately!

*Exact messages and behavior varies depending on control panel.

FIRE PROTECTION

Preparing a Fire Escape Plan

Even with the most advanced fire alarm system, adequate protection requires an escape plan.

To prepare your plan, draw floor plans of your building. (Space is provided on the next page). Show two exits - a front or back door and a window from each room. (Make sure the window works. You may need a special fire-escape ladder if the window is high up). Write down your outside meeting place.

Family Rehearsal

Rehearse each of the following:

1. Everyone in his room with the doors closed.

2. One person sounds the alarm.
3. Each person tests his door.
4. Pretend the door is hot and use the alternate escape exit.
5. Everyone meets outdoors at the assigned spot.

Important! - Read Carefully

Discuss these escape procedures with all those who use the building:

1. In a residence, sleep with the bedroom door closed. A closed door will hold back deadly smoke while you escape.
2. When the fire alarm signals, escape quickly. Do not stop to pack.
3. Test the door. If it is hot, use

your alternate route through the window. If the door is cool, brace your shoulder against it and open it cautiously. Be ready to slam the door if smoke or heat rushes in. Crawl through smoke, holding your breath. Close the doors again on leaving to help prevent the fire from spreading.

4. Go to your specific outdoor meeting place so you can see that everyone is safe.
5. Assign someone to make sure nobody returns to the burning building.
6. Call the Fire Department from a neighbor's telephone.

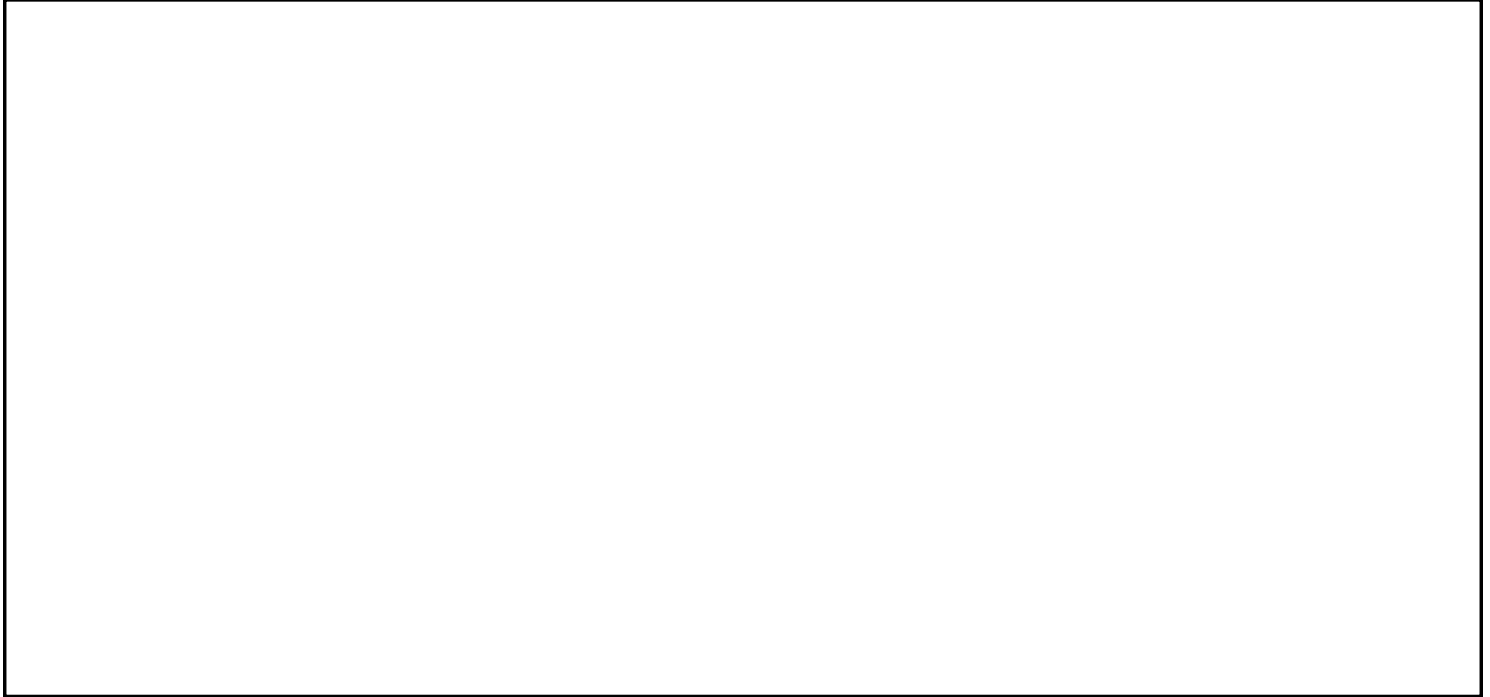
Would You Like More Safety Information?

For more information on home fire detection, burn safety, and home fire safety, write to the National Fire Protection Association, Public Affairs Dept. 05A, Batterymarch Plaza, Quincy, MA 02269 or email publicaffairs@nfpa.org.

FIRE PROTECTION

Floorplan

Draw a plan of your premises in the space provided below.

A large, empty rectangular box with a black border, intended for drawing a floorplan of the premises.

FIRE PROTECTION

LIMITATIONS OF FIRE ALARM WARNING SYSTEM

Although a fire alarm system may be of a reliable and state-of-the-art design, neither it nor its peripheral detection devices can offer guaranteed protection against fire. Any such equipment may fail to warn for a variety of reasons:

Control panels, communicators, dialers, smoke detectors, and many other sensing devices will not work without power. Battery-operated devices will not work without batteries, with dead batteries, or with improperly-installed batteries. Devices powered solely by AC will not work if their power source is cut off for any reason.

Fires often cause a failure of electrical power. If the system does not contain a working battery backup power supply, and if the electrical circuit feeding the devices is cut or is not providing power for any reason, the system will not detect heat or smoke or provide any warning of a possible fire.

Telephone lines needed to transmit alarm signals to a central monitoring station may be out of service.

Smoke detectors, though highly

effective in reducing fire deaths, may not activate or provide early-enough warning for a variety of reasons: (a) they may not sense fires that start where smoke cannot reach them, such as in chimneys, walls, roofs, behind closed doors, etc.; (b) they may not sense a fire on a different level of the residence or building; (c) they have sensing limitations; no smoke detector can sense every kind of fire every time.

Thermostatic heat detectors do not always detect fires because the fire may be a slow smoldering low-heat type (producing smoke); because they may not be near the fire; or because the heat of the fire may bypass them. These detectors will not detect oxygen levels, smoke, toxic gases, or flames. Therefore, they may only be used as part of a comprehensive fire-detection system in conjunction with other devices. Under no circumstances should thermostatic heat detectors be relied upon as the sole measure to ensure fire safety.

Alarm warning devices such as sirens, bells, or horns may not alert someone behind a closed or partially-opened door. Warning devices located on one level are

less likely to alert those on a different level. Even those who are awake may not hear the warning if the alarm is obscured by noise from a stereo, radio, air conditioner, or other appliance, or by passing traffic, etc. Alarm warning devices, however loud, may fail to warn the hearing impaired.

Alarm products, as all electrical devices, are subject to component failure. Even though the equipment is designed for many years of trouble-free performance, electronic components could fail at any time.

Above are some of the reasons that fire alarm equipment could fail. The most common cause of an alarm system not functioning when a fire occurs is inadequate testing and maintenance. The system should be tested at least weekly to ensure that all the equipment is working properly.

While an alarm system may make one eligible for lower insurance rates, it is not a substitute for insurance. Homeowners, property owners, and renters are therefore urged to maintain adequate insurance coverage of life and property.

FUNCTION MENU

The keypad Function Menu provides a wide assortment of utility functions displayed in a prompting "YES/NO" format.

1. From the Home screen, tap the **Keypad** icon (shown at right) to display the keypad.
 2. Tap **Function** or **Menu** (in UL-listed or high-security systems, a valid User Code must first be entered).
 3. To skip a function, tap **Prior/No**.
 4. To select and execute a function, tap **Next/Yes**.
- Functions may be manually scrolled forward or backward using **Function** (or **Menu**) and **Bypass**, respectively.
 - **To exit and return to normal keypad operation:** Tap **Reset** (the keypad will automatically timeout and return to normal keypad operation if no activity is detected for longer than one minute).



DISPLAY ZN FAULTS	Y/N
------------------------------	------------

Display Zone Faults? Displays the zone number of zones that are not secured. If needed, tap **Next** and **Prior** to scroll faulted zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

DISPLAY ZN BYPASSED	Y/N
--------------------------------	------------

Display Zones Bypassed? Displays bypassed zones. If needed, tap **Next** and **Prior** to scroll bypassed zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

DISPLAY ZN DIRECTORY	Y/N
---------------------------------	------------

Display Zone Directory? Displays a listing of all zones in the Area. If needed, tap tap **Next** and **Prior** to scroll zone directory (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*). (**Note:** This function available with GEM-P1632 control panel firmware version 9a or later).

FUNCTION MENU

**ACTIVATE
SIREN TEST**

Y/N

Activate Siren Test? Activates the alarm (while disarmed) for about 2 seconds and performs a battery test. If the alarm does not sound, call for service.

- If the battery is low, a "**LOW BATTERY E02-00 SERVICE**" will appear in the display. Allow 24 hours for the battery to recharge. If the trouble continues, call for service.

SYSTEM TBL

Y/N

Display System Troubles? Displays 1- or 2-digit error code along with a description detected (see **SYSTEM TROUBLE ERROR CODES** for full descriptions of these codes). Tap **Next** and **Prior** to scroll system troubles (For GEM-P3200/9600/X255 panels only).

**DISPLAY
FIRE ALARM**

Y/N

Display Fire Alarms? Displays alarms that have occurred on the Fire Zone(s). Tap **Next** and **Prior** to scroll zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

**DISPLAY
FIRE TRBL**

Y/N

Display Fire Troubles? Displays trouble conditions detected on the Fire Zone(s). Tap **Next** and **Prior** to scroll zones (required for GEM-P3200/9600/X255 panels. GEM-P816/1632 panels will *auto-scroll*).

**ACTIVATE
CHIME**

Y/N

Activate Chime? Enable to sound a tone at the keypad when the programmed zone is faulted while disarmed. To deactivate, re-enter Function Mode and when "DEACTIVATE CHIME" is displayed, tap **Yes**. **Note:** Chime is disabled when armed.

**ACTIVATE
WATCH**

Y/N

Activate Watch Mode? (Optional - Watch Mode programmed? ☐YES ☐NO) When activated, all zones designated as Day Zones are turned on simultaneously causing an indication at the keypad if a zone is opened while the system is disarmed. To deactivate, arm, then disarm and all Day Zones will revert to regular Burglary Zones. **Note:** Watch Mode is disabled when armed. (Available with GEM-P9600/3200 panels only).

FUNCTION MENU

**RESET
SYS TRBL**

Y/N

Reset System Trouble?

System troubles display and sound at the keypad. Correcting the trouble will clear most indications, however the following error codes require manual reset: **E13; E19; E20** and **E22** (see **SYSTEM TROUBLE ERROR CODES**).

**RESET
SENSOR MSG**

Y/N

Reset Sensor Watch Failure? (Sensor Watch programmed? ☐YES ☐NO).

Your system may have been programmed for Sensor Watch, a feature that supervises the motion sensors in the system. If a Sensor Watch failure occurs, a System Trouble E22-NN will result, where NN represents the zone number of the sensor in question. To reset, tap **Reset** to clear the display, enter the Function Menu, scroll to "**RESET SENSOR MSG**" and tap **ENTER** or **ON/OFF**. If you cannot correct the problem, call for service. (Available with GEM-P9600 and GEM-P3200 control panels only).

**START
EXIT TIME**

Y/N

Start Exit Time? (Optional - Start Exit Time programmed? ☐YES ☐NO)

In Commercial Burglary systems, exit delay may have been programmed to start after a central-station "ringback" (verification) signal has been received. If the ringback tone has not been received within about 30 seconds after arming, a communication problem may exist. Use this function to start exit delay manually, then exit the premises immediately. Be sure to have your alarm specialist check communications with the central station as soon as possible (available with GEM-P9600/3200 control panels only).

FUNCTION MENU

**ACTIVATE
DIALER TEST Y/N**

Activate Telephone Test? (Telephone Test programmed? ☐YES ☐NO). Sends a communicator test to the central station. A communication failure will be indicated by a system trouble "**E03-FAIL TO COMM**". Repeat the test to attempt to correct a communication failure, as any successful communication will clear this trouble.

**TO ARM IN 1-4 HRS
PRESS 1-4 Y/N**

Delay Arming 1-4 hours. (Not for UL-Listed systems). Your system may be set to arm automatically after a delay period of 1 to 4 hours.

To Delay Arm the system:

**TO DELAY AUTOARM
PRESS 1-4 Y/N**

(display for GEM-P3200 / 9600 / X255)

- With the function "**TO ARM IN 1-4 HRS**" displayed in the Keypad Window, tap the desired Delay Arming time in hours (**1, 2, 3, or 4**), followed by **ENTER** or **ON/OFF**.

At the end of this 1-4 hour Delay Arming period, the siren will sound a 2-second warning and the keypad will begin a 15-minute arming countdown with the sounder pulsing. The sounder may be silenced at this time by tapping **Reset**, but the sounder will turn on again with a steady warning tone 1 minute prior to arming, at which time the building must be exited.

The same steps can be used to delay a scheduled Auto Arming, if your system has been programmed as such.

FUNCTION MENU

**ACTIVATE
PROGRAM**

Y/N

Activate Program? Activates Program Mode from Keypad No. 1. **Note:** This feature is disabled while armed (see **PROGRAMMING USER CODES**).

**ACTIVATE
DOWNLOAD**

Y/N

Activate Download? For installer's use only. If accidentally enabled, tap **Reset** to exit. **Note:** This feature is disabled while armed.

**RELAY
CONTROL**

Y/N

Relay Control? (Relay Control programmed? ☐YES ☐NO).

Turns ON or OFF one or more programmed Relay Groups. Tap **ENTER** or **ON/OFF** to turn the displayed group on or off; tap **Next** to proceed to the next group, or **Prior** to scroll back to the previous group. Tap **Reset** when finished. (Available with GEM-P3200/9600/X255 control panels only).

- Relay Group 01: [_____]
- Relay Group 02: [_____]
- Relay Group 03: [_____]
- Relay Group 04: [_____]
- Relay Group 05: [_____]
- Relay Group 06: [_____]
- Relay Group 07: [_____]
- Relay Group 08: [_____]

CENTRAL STATION MONITORING

Your alarm specialist may have programmed your system to be monitored by a central station. The built-in digital communicator can transmit emergency signals and status reports to the central station 24 hours a day.

Communicator Features

Abort Delay. Ask your installer which zones in your system are programmed with Abort Delay, a delay that enables you to reset the system before it communicates to the central station. Your system has a required Abort Delay of 30 seconds (may be removed or increased up to 45 seconds, at your option, by consulting with your installer).

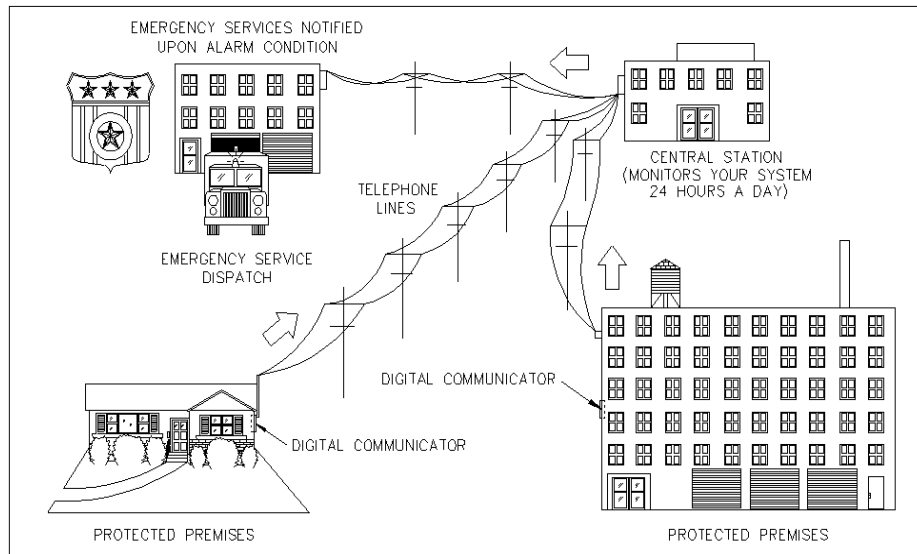
Regular Burglary (Non-24-Hour) Zone reports are aborted by disarming within the delay period. 24-Hour Zones and zones programmed to report restores must be restored first, then the panel must be armed and disarmed, all within the delay period.

Opening and/or Closing Reporting.

Your system can notify the central station every time it is disarmed or

armed. Any or all of up to 96 different users can each be identified. If your system reports on arming (Closing Report), the central station will acknowledge arming.

This will signal at the keypad as a "ringback" beep. **Note:** If the ringback signal is not heard, call for service.



Your alarm system includes a digital communicator that transmits emergency alarm signals and status reports from your protected premises to a central station for processing and response. Signals can be transmitted through the Internet, via cellular services, or through telephone lines (as shown).

ADVANCED FEATURES

Security Bypass/Unbypass (Security Bypass programmed? ☐YES ☐NO).

In high-security applications, zones may be bypassed (or unbypassed) only if a valid User Code is entered first, as follows:

1. From the Home screen, tap the Keypad icon (shown at right) to display the keypad.
2. Enter a User Code valid for bypass, then tap **Bypass**.
3. Tap **Bypass**, then the zone number (or vice versa) to deactivate that zone.

Similarly, a bypassed zone may be unbypassed using the same procedure (this feature available with GEM-P3200/9600/X255 control panels only).



Start Exit Time After Ringback (for Commercial Burglary Systems only)

(Optional - Start Exit Time programmed? ☐YES ☐NO).

If your system reports to a central station, your control panel may have been programmed to start exit delay after a central-station ringback (verification) signal. After arming, your system will communicate to the central station; after the central station acknowledges receipt (ringback), exit delay will start. If ringback is not heard within about 30 seconds, a communication problem may exist (call for service). To manually start the exit delay, select the **START EXIT TIME** in the Function Menu (see page 26), then tap **ENTER** or **ON/OFF** to execute. If your system does not report or the ringback feature was not programmed, exit delay will start as soon as your User Code is entered. In addition, if an exception window is programmed, and the closing is within that window, no ringback is provided. Ask your alarm professional if this feature is enabled (this feature available with GEM-P3200/9600/X255 panels only).

Exit-Delay Restart (Exit-Delay Restart programmed? ☐YES ☐NO).

Upon arming, the programmed exit delay will start. After the exit/entry door has been opened and then closed, exit delay will restart if the door is opened again. The Exit-Delay Restart feature will occur one time only in any arming period (this feature available with GEM-P3200/9600/X255 panels only).

PROGRAMMING (OPTIONAL)

User Program Mode

Your Installer has programmed into your system a special User Program Code that can be used to not only Arm and Disarm, but also to enter the User Program Mode where you can program other User Codes, Zone Descriptions and also set the system Time and Date. To program or erase additional User Codes:

**ACTIVATE
PROGRAM** Y/N

Enter the User Program Mode

1. Enter your User Code, then tap **Function** or **Menu** to enter the Function Mode.
2. Answer **No** until "ACTIVATE PROGRAM Y/N" displays, then tap **Yes**. When "ENTER USER CODE" displays, the system is ready for User Code programming.

ENTER USER CODE
123 - -

Programming / Reprogramming a User Code

1. Enter the digits of the user number to be programmed, followed by **Menu Menu** (or **Function Function**). **Example:** For User 4, enter "**0 4 Menu Menu**" (with the GEM-X255 control panel, enter all three digits of the user number).
2. Enter the new User Code (up to 6 digits).
3. Tap **ENTER** or **ON/OFF** to save. Duplicate codes are not allowed; therefore a duplicate code entered will erase when **ENTER** or **ON/OFF** is tapped.
 - Repeat steps 1-3 for each User Code to be programmed.

ENTER USER CODE
 - -

ENTER USER CODE
4567 - -

Erasing a User Code

1. Enter the digits of the user number to be erased followed by **Menu Menu**.
2. Tap **★(Area)** followed by **0** (zero) to erase each digit, then tap **ENTER** or **ON/OFF**.
Example: Erase User 3's four digit User Code: (For the GEM-X255 panel, enter all three digits of the User #).
 - Tap **0 3 Menu Menu ★ 0 ★ 0 ★ 0 ENTER** (or **ON/OFF**).

Note: The GEM-X255 panel displays users in 3 digits, for example:

001 4567 - -

PROGRAMMING (OPTIONAL)

Reviewing a Programmed User Code

To review an existing User Code, enter the user number and the corresponding User Code will display (with GEM-X255 panels, always enter all three digits of the user number).

Exiting the User Program Mode

When you have completed programming or erasing User Codes, tap **Reset** to exit Program Mode.

Example: Program the User 3 code to "3784".

1. Enter your User Code, followed by **Menu** or **Function**.
2. Answer **No** repeatedly until "ACTIVATE PROGRAM Y/N" displays, then tap **Yes**. "ENTER USER CODE" will display.
3. Tap 0 3 (for User # 3), then tap **Menu Menu** (or **Function Function**) followed by **3 7 8 4** (with GEM-X255 panels, always enter all three digits of the user number).
4. Tap **ENTER** or **ON/OFF** to save. **Note:** Duplicate codes are not allowed; therefore a duplicate code entered will erase when **ENTER** or **ON/OFF** is tapped. Tap **Reset** to exit Program Mode.

Notes:

- If the system contains more than one keypad, only the keypad designated as "keypad number 1" may be used for programming (if in doubt, ask your installer).
- While in Program Mode, burglary and fire alarm functions are disabled.
- When programming codes, do not program repetitive numbers (1111), consecutive numbers (1234), your birth date, address, or other obvious combinations. Choose a code of up to six digits (a minimum of four is recommended, and required in UL installations).
- If the keypad detects no Program Mode activity for more than about 4 minutes, three short beeps will sound (tap **Reset** to silence).

PROGRAMMING ZONE DESCRIPTIONS (OPTIONAL)

Program zone descriptions that appear in the Keypad Window using the standard wired keypad as follows:

**ACTIVATE
PROGRAM**

Y/N

01- FRONT DOOR

"Activate Program"

1. Enter your User Code, then tap **Menu** or **Function** to enter Function Mode.
2. Answer **No** until "ACTIVATE PROGRAM Y/N" is displayed, then tap **Yes**.
3. "ENTER USER CODE" will display, tap **Next**. The zone 1 description will display.

Entering a new zone description (*Cell Phone-Style Entry*)

- Use buttons **Menu/Function** and **Bypass** to move the cursor under the letter to be changed.
- Using the table at left, tap numbers **0 - 9** and **★(Area)** to select letters. The first tap displays the first character, the next tap displays the next character.
- Use **Menu/Function** and **Bypass** to move the cursor as needed. Tap **ENTER** or **ON/OFF** to save.

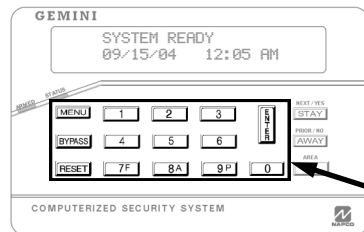
To advance to the next zone:

- Using **Menu/Function** and **Bypass**, move the cursor to the first digit of the zone number (i.e., the zero in "01"), then change the number using **0 - 9**. Always enter all digits (after entering the first digit, the cursor automatically advances to the second digit). Upon entering the second digit, the cursor automatically advances to the right, allowing the text description to be entered.
- Remember to tap **ENTER** or **ON/OFF** to save.

CELL PHONE-STYLE ENTRY

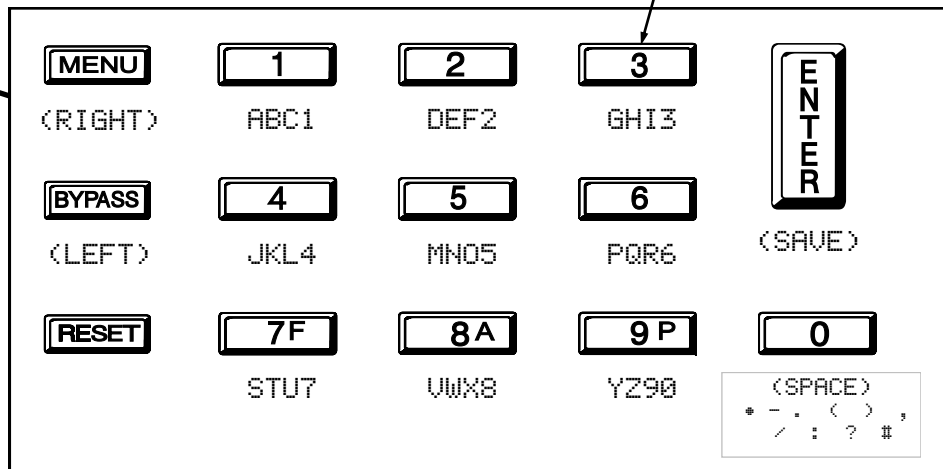
TAP	CHARACTERS DISPLAYED IN SEQUENCE	HOLD ★ AND TAP	CHARACTERS DISPLAYED IN SEQUENCE
1	ABC1	1	abc1
2	DEF2	2	def2
3	GHI3	3	ghi3
4	JKL4	4	jkl4
5	MNO5	5	mno5
6	PQR6	6	pqr6
7	STU7	7	stu7
8	VWX8	8	vwx8
9	YZ90	9	yz90
0	(SPACE) • - . () , / : ? #	0	(Reserved)

ENTER ZONE DESCRIPTIONS -- "CELL PHONE STYLE"*



EXAMPLE: Repeatedly tap **3** to display "G H I 3" in sequence

CELL PHONE-STYLE ENTRY			
TAP	CHARACTERS DISPLAYED IN SEQUENCE	HOLD ★ AND TAP	CHARACTERS DISPLAYED IN SEQUENCE
1	ABC1	1	abc1
2	DEF2	2	def2
3	GHI3	3	ghi3
4	JKL4	4	jkl4
5	MNO5	5	mno5
6	PQR6	6	pqr6
7	STU7	7	stu7
8	VWX8	8	vwx8
9	YZ90	9	yz90
0	(SPACE) * - . () , / : ? #	0	(Reserved)



Use **MENU** and **BYPASS** buttons to move the cursor as needed. Tap **ENTER** to save.

Hold *** (STAR)** and tap the number to display lowercase letters in sequence.

PROGRAMMING THE DATE & TIME

To set the system Date and Time that display in the Keypad Window:

**ACTIVATE
PROGRAM** **Y/N**

ENTER DATE
 00/00/00

ENTER DATE
 07/29/29

ENTER TIME
 (12:00A)

ENTER TIME
 (06:30P)

Enter User Program Mode

1. Enter your User Code, then tap **Menu/Function**.
2. Answer **No** until "ACTIVATE PROGRAM Y/N" is displayed, then tap **Yes**.
3. When "ENTER USER CODE" displays, tap **Next** until "ENTER DATE" appears.

- **Program the Date:** Simply tap the correct date using the numeric buttons followed by **ENTER** (or **ON/OFF**).

Example: For July 16, 2029, tap **0 7 1 6 2 9**, **ENTER** (or **ON/OFF**).

- **Program the Time:** After entering the Date, tap **Next** until "ENTER DATE" appears, then tap the correct time using the numeric buttons. If necessary, tap any numeric button to change the **AM** display to **PM** (or vice versa). When finished, tap **ENTER** (or **ON/OFF**).

Example: For 6:30 PM, tap **0 6 3 0** (0 if necessary), **ENTER** (or **ON/OFF**).

KEYPAD MESSAGES

The keypad can display the following functional messages. Other diagnostic messages are available for the installer or servicer. Should any unfamiliar messages appear, call your dealer for service.

SYSTEM READY C
(DATE) (TIME)

All zones operating; system can be armed. If displayed, "**C**" denotes Chime Mode is on. (**Note:** This message may have been customized by your installer.)

PLEASE WAIT
FOR RINGBACK

Panel reporting to central station upon arming. If necessary, wait for ringback signal before exiting.

EXIT TIME XXX
PLEASE LEAVE NOW

Exit delay in progress. XXX denotes exit time remaining, in seconds. If displayed, "**S**" indicates Service Code active; "**I**" indicates arming with Instant protection.

ENTRY TIME XXX
DISARM NOW

Entry delay in progress. XXX shows entry time remaining, in seconds.

ARMED STAY I
(DATE) (TIME)

System armed. With GEM-P3200/9600/X255 panels, the "**I**" indicates arming with Instant protection.

ZONES FAULTED

Zones not secured (doors or windows may be open). Faulted zone(s) will scroll.

ZONES NOT NORMAL
CAN'T ARM SYSTEM

Arming attempted with faulted zone. The display will scroll the zone faults. Secure the zone(s) and arm system.

DAY ZONE TRBL

(With pulsing sounder). Trouble condition on a Day Zone (followed by one or more zone descriptions). Tap **Reset** to silence sounder.

KEYPAD MESSAGES

******ALARM******

Alarm condition, followed by zone description(s). "**ALARM**" and zones will display after system is disarmed. Note zones, then tap **Reset** to clear keypad.

*****FIRE TRBL*****

(With pulsing sounder.) Trouble condition on a Fire Zone. Tap **Reset** to silence sounder. Correct trouble or call for service.

*****FIRE ALARM*****

(With pulsing sounder.) Alarm condition on a Fire Zone. Tap **Reset** to silence sounder. Evacuate premises or correct cause of alarm.

**CODE DENIED
INCORRECT AREA**

(For partitioned systems only); code not valid for Area.

**INVALID ENTRY
TRY AGAIN**

Invalid code entered.

**CAN'T ARM
SYSTEM/
AREA # IN TROUBLE**

(In Manager's Mode): Arming prevented due to unsecured zone. "#" represents number of Area with unsecured zone. Tap the Area number, then the ★(**Area**) button, then **ENTER** or **ON/OFF** to view zones in that Area. Correct problem, then arm as normal. (With GEM-P1632/1664/3200/9600/X255 panels only).

KEYPAD MESSAGES

ATTEMPTING TO CANCEL

The system is in the process of reporting a cancel signal to central station that will cancel the alarm which the system has just reported.

ALARM CANCELED

The alarm signal has been cancelled during the Abort Delay (before an alarm signal report was sent to the central station). If cancelled after the alarm signal report was sent, this message appears when the system receives an acknowledgment from the central station of the cancellation of the alarm signal.

SYSTEM TROUBLE

Indicates problem(s) detected on system. (See examples below and **SYSTEM TROUBLE ERROR CODES** for a complete list of system troubles and corrective actions.)

AC POWER FAIL E01-00 SERVICE

Check power transformer. Check for blown fuse or circuit breaker; general power outage.

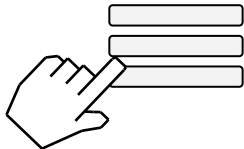
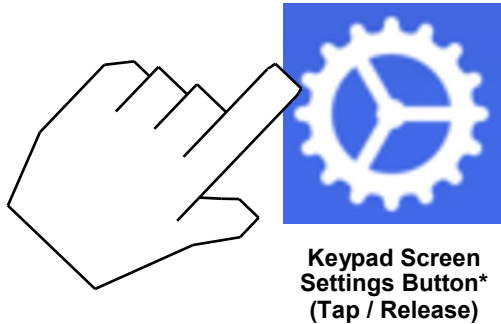
LOW BATTERY E02-00 SERVICE

Battery weak. If not recharged within 24 hours, replace battery.

COMM FAIL E03-00 SERVICE

Communication failure to the central station.

USER SETTINGS MENU



*Settings Button also available in the
Home Screen ("Hamburger" icon):
Tap / Release

- Setup Wizard
- Diagnostics
- Wi-Fi Signal Strength
- Clean Screen
- LED Level
- Tablet Settings
- Reboot Tablet
- Home Settings
- Automation Management (Z-Wave)
- Key Switch Arming
- Voice
- Button Settings

USER SETTINGS

Note: Not all settings are available in all systems.

Setup Wizard (see **DEALER SETTINGS** in the GEM-TOUCH2R installation and programming instructions (WI2842LF). **Note:** In User Settings, a limited wizard is available (with Wi-Fi and iBridge credentials only). Use this feature in Dealer Settings for full functionality.

Diagnostics (see **DEALER SETTINGS** in the GEM-TOUCH2R installation and programming instructions (WI2842LF).

Wi-Fi Signal Strength

Tap to analyze the strength of the wireless connection between the tablet and the customer's router. When installing the tablet, be sure the large "Wi-Fi Icon" is colored green (OK) to ensure a strong wireless signal. In addition, the signal strength in dBm units (signal level relative to 1 milliwatt) is provided for those more familiar with readings expressed using standard radio communication terminology. The dBm units are expressed in negative numbers; therefore the higher the negative number, the weaker the signal. For example, a reading of -20 is stronger than -30.

Clean Screen

Allows you to safely clean the touchscreen display surface without making changes to the system. Tap to set a length of time during which all inputs to the system through the touchscreen are disabled. Enter a time in seconds, tap **Yes**, and the screen will turn black with dark gray numbers counting up to the number of seconds entered, then will count down to zero and return to normal operation. For example, entering "20" will disable the keypad for a total of 40 seconds.

LED Level

Provides a sliding bar to control the brightness of the red and green LEDs located on the face of the tablet.

Tablet Settings

Sound: Controls sound intensity and feedback settings (unavailable with some models).

Volumes: Set the sound for video, Notifications and Alarms.

Touch sounds: Check to enable feedback sound

USER SETTINGS (cont'd)

Note: Not all settings are available in all systems.

made when certain onscreen items are touched.

Display: Allows changes to the tablet display screen

Brightness: Tap to open a sliding status bar control. Increase or decrease the screen brightness by sliding your finger left or right across the status bar

Sleep: Specifies how much user idle time (tablet is operational but not being used) must elapse before the screen dims. The default setting is "never". **Note:** When this feature is enabled and the screen dims, the tablet also enters "sleep mode", an inactive state to save power. To re-awaken, simply touch the screen or a non-screen button. Screen timeout selections include **15 seconds, 30 seconds, 1 minute, 2 minutes, 10 minutes, 30 minutes** and **never**.

Font size: Controls the size of the lettering that appears in the Dealer and User Settings menus.

Date & Time:

Automatic date & time: When checked to enable, retrieves date/time data automatically from network resources. When enabled, the next two selections are ghosted ("grayed out" and not selectable).

Set date: Tap to open a dialog that allows the month, day and year to be manually set in the tablet. **Note:** The "Automatic" menu selection (above) must be unchecked to enable this menu item.

Set time: Tap to open a dialog that allows the current time to be manually set in the tablet. **Note:** The "Automatic" menu selection (above) must be unchecked to enable this menu item.

Select time zone: Tap to select a time zone to be used in the tablet.

Use 24-hour format: Check to display 24-hour military time, as measured in hours numbered to twenty-four from one midnight to the next. For example, 3:23 pm would be displayed as "15:23".

About Tablet:

Update OS via USB: Select to update the Android operating system. Be sure the update .zip file (WinZip) is located in the top root directory of the USB drive (such as a thumb drive, portable hard drive, memory stick, etc.). Use the USB socket located on the side of the tablet to install the OS. Once inserted into the USB socket, tap this se-

USER SETTINGS (cont'd)

Note: Not all settings are available in all systems.

lection (if already inserted, remove and re-insert). Allow up to 15 seconds for the update process to begin; once started, DO NOT remove the USB drive!

Kernel version: For NAPCO use only. Details the version of the kernel within the operating system of the tablet.

Build Number: The file name of the firmware currently running.

Reboot Tablet

Tap (and tap **OK** to the warning popup) to re-start the tablet.

Home Settings (see **DEALER SETTINGS** in the GEM-TOUCH2R installation and programming instructions (WI2842LF).

Automation Management (see the Z-Wave® Home Automation User Guide, OI449LF)

KeySwitch (Enabled/Disabled)

When enabled, allows a zone input to be used to arm/disarm the security system. The Area will arm/disarm when the programmed zone is momentarily shorted through use of a momentary switch (see **DEALER SETTINGS** in the GEM-TOUCH2R installation and programming instructions (WI2842LF).

Voice

Tap to enable or disable tablet voice prompts.

Buttons Settings

Tap to open the **Configure Buttons** screen, allowing you to select the button icons that appear at the bottom of the Home screen: *Climate, Automation, Garage Door, Locks, Video, and Keypad.*

Version

Displays the current version number of the tablet firmware (bottom of the User Settings screen).

"VIDEO" BUTTON ICONS

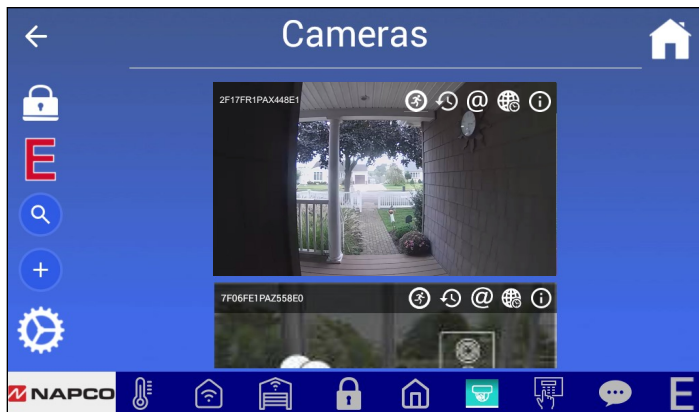


If your system has video cameras, tap the **Video** button (at the bottom of the screen) to view real-time video feed.

You can tap one of the images to enlarge, or scroll down and

tap one of the other images.

To enroll a camera, first activate the camera at www.NapcoComNet.com, then click the "+" icon (see **"Video" Button > Enroll Cameras** for instructions).



Live video feed.



Home - Tap to go to the app Home Screen.



Back - Tap the "back" arrow located at the top left to return to the previous screen.



Locking Devices - (optional) Tap to access the Z-Wave door locking devices in your system.



Emergency Buttons - Tap to signal a Fire, Police or Auxiliary (for example, medical) emergency. Only available if programmed, then always active.

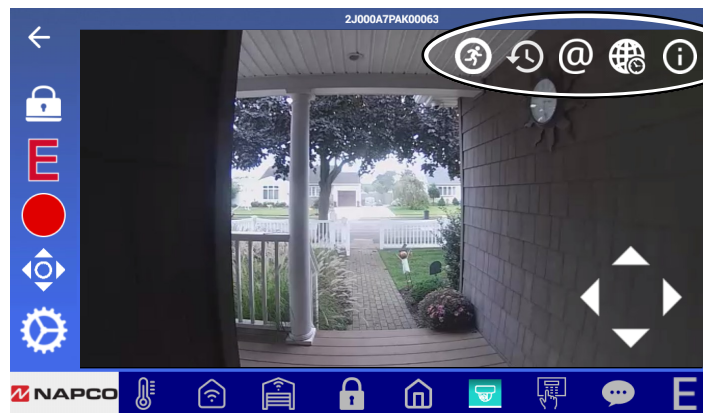


Camera Discovery - Tap to initiate the network scanning process to find all cameras attached to the current network (in preview screen).



Add Camera - Jumps directly to the **Wifi Config** screen (shown on page 48), where you can select a method to enroll a camera into your app.

"VIDEO" BUTTON ICONS (CONT'D)



Live video feed of cameras in your system



Record - Tap to start recording a 10 second live video segment; saved to your local device.



Pan/Tilt - (Optional; for use with pan/tilt cameras only). Tap the directional arrows to pan (left-right) and tilt (up/down) the camera lens.



User / Dealer Settings - Tap to go to **User Settings**. Press and hold to go to **Dealer Settings**.



Motion Trigger Setup - Tap to enable and set motion detection areas. When enabled, notifications and alerts can be sent when motion detection movement is sensed (see **Email Configuration**, below).



Recorded Video - Tap to access a chronological list of all past snapshots and videos stored in your local smart device (see page 47).



Email Configuration - Tap to add the email address that will receive motion-triggered video clip email notifications.

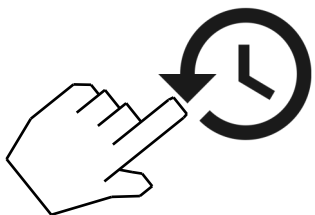


Time Zone Configuration - Tap to set your time zone. Also allows you to enable or disable Daylight Saving Time (**DST**).



Camera Info - Tap to access information about the camera, including its unique Serial Number and MAC address embedded at the factory, its current firmware Version and the currently assigned network IP Address.

"VIDEO" BUTTON ICON: RECORDED VIDEO



If your system includes cameras, tap the **Recorded Video** button to access a chronological list of all past snapshots and videos stored in your local smart device.

The **Recorded Video** selection has several options, detailed at right.

If you want to enroll a camera, first activate the camera at www.NapcoComNet.com, then click the "+" icon (see **"Video" Button > Enroll Cameras** for step by step instructions).

Recorded Video - Tap to access a chronological list of all past snapshots and videos stored in your local smart device.

- **Stored Video:** Enable to allow video to be stored on your local device.
- **Triggered Video:** Enable to allow videos to be stored that were recorded due to motion detection (see Motion Trigger Setup on page 46).
- **On Demand Video:** Enable to allow the manual recording of live video (to be stored on your local device).
- **Search:** Tap to allow for quick searches of videos by entering the date and time in the following format: YYYY MM DD.

A screenshot of a mobile application interface. At the top, there are three toggle switches: 'Stored Video' (set to OFF), 'Triggered Video' (set to ON), and 'On Demand Video' (set to ON). Below these are three blue rectangular buttons with white text: the first shows '2026-01-23 00:00:00', the second shows '2026-01-23 23:59:59', and the third is labeled 'Search'. At the bottom of the screen is a dark blue navigation bar containing the NAPCO logo, a temperature icon, and a Wi-Fi icon.

"VIDEO" BUTTON > ENROLL CAMERAS

Note: Enrollment procedure is similar for the **IBV-DBELL Video Doorbell**. Refer to the instructions included with the unit.

iBridge Wifi Config

Please connect your iBridgeCamera to your router with a network cable. Then enter router's password and camera's serial number.

- ☒ Configure WiFi using Ethernet ☐ Configure WiFi wirelessly ☐ Configure Hardwired or PoE Cameras

Camera Enrollment

After activating the camera at www.NapcoComNet.com, there are 3 configuration methods that can be used to enroll your camera into your app:

- A. Configure Wi-Fi using Ethernet**
- B. Configure Wi-Fi wirelessly**
- C. Configure Hardwired or PoE Cameras**

Tap one of the 3 radio buttons to select the configuration method (full instructions for each detailed below). If cameras will be configured to your subscriber's Wi-Fi router using an Ethernet cable (method "A", above), we recommend performing this procedure with your mobile device in the same room as the wireless router or access point before mounting the camera (also be sure the final mounting location is within wireless range of the router / access point). Perform the enrollment procedure with your mobile device connected to the local 2.4GHz Wi-Fi network and after logging into your iBridge app:

iBridge Wifi Config

Please connect your iBridgeCamera to your router with a network cable. Then enter router's ssid, password and camera's serial number.



- ☒ Configure WiFi using Ethernet ☐ Configure WiFi wirelessly ☐ Configure Hardwired or PoE Cameras

Serial No. :

Wifi SSID :

Wifi Password :

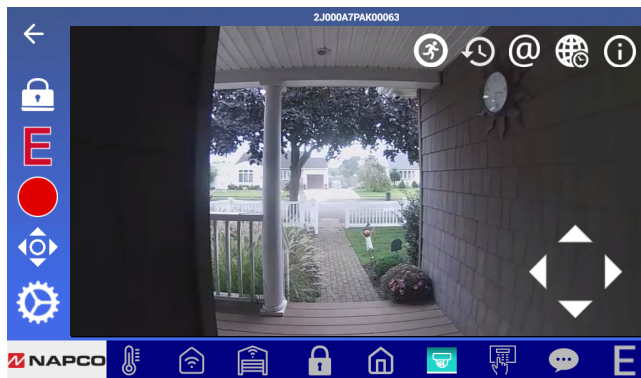
☐ Show

A. Configure Wi-Fi Using Ethernet

This method requires temporary use of an RJ-45 Ethernet network cable to make the network connection to the camera.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Connect the camera to the router using the RJ-45 cable.
3. Tap the "QR Code Magnifying Glass" icon (located to the right of the **Serial No.** field). Use the mobile device's camera to scan the QR code of the video camera you wish to enroll (or tap within the **Serial No.** field to type the characters manually).

"VIDEO" BUTTON > ENROLL CAMERAS (CONT'D)



Live video feed of multiple cameras in your system

4. Type the **Wifi SSID** and **Wifi Password** of the Wi-Fi network to which your mobile device is connected, then tap **CONFIGURE**.
Important: Be sure the password is typed correctly or the camera will not connect to your wireless network (tap **Show** if you wish to view the characters).
5. Wait for the Wi-Fi connection to complete. When finished, the live video feed will appear.

If Camera Does Not Connect

As you enroll multiple cameras, keep the cameras physically separated to avoid Wi-Fi signal interference. Move the mobile device closer to the router and retry. Verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

iBridge Wifi Config

Please enter router's ssid, password and camera's serial number.

☒ Configure using Ethernet
 ☒ **Configure WiFi wirelessly**
☐ Configure Hardwired or PoE Cameras

Serial No. :

Wifi SSID :

Wifi Password : ☐ Show

B. Configure Wi-Fi wirelessly

With this method, the network connection to the camera is configured wirelessly.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Tap the "QR Code Magnifying Glass" icon (located to the right of the **Serial No.** field). Use the mobile device's camera to scan the QR code of the video camera you wish to enroll (or tap within the **Serial No.** field to type the characters manually).
3. Type the **Wifi SSID** and **Wifi Password** of the Wi-Fi network to which your mobile device is connected, then tap **CONFIGURE**.
Important: Be sure the password is typed correctly or the

"VIDEO" BUTTON > ENROLL CAMERAS (CONT'D)

camera will not connect to your wireless network (tap **Show** if you wish to view the characters).

4. Wait for the Wi-Fi connection to complete. When finished, the live video feed will appear.

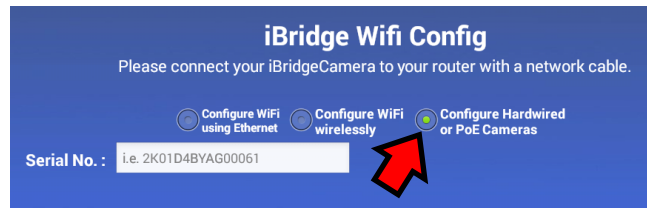
If Camera Does Not Connect

As you enroll multiple cameras, keep the cameras physically separated to avoid Wi-Fi signal interference. Move the mobile device closer to the router and retry. Verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

C. Configure Hardwired or PoE Cameras

Use this method when you wish to connect the camera to the subscriber's router using a permanently installed Ethernet cable.

1. Power camera. Wait for the camera green LED to flash slowly.
2. Tap within the **Serial No.** field and manually type the characters of the video camera serial number.
3. Tap **CONFIGURE**. Wait for the connection to complete. When finished, the live video feed will appear.



If Camera Does Not Connect

Verify all physical plug/socket and power connections. Verify the serial number was typed correctly. If the camera still does not connect, verify the subscriber's router is not limiting the number of IP addresses it can assign to a device, or limiting the MAC addresses to which it can communicate ("MAC address filtering"). If still unable to connect, try rebooting the camera and the subscriber's router, then verify the Wi-Fi password and SSID are on 2.4GHz wireless network. Reset the camera (see the **Factory Reset** section in the instructions that came with the camera), then repeat the above steps.

GLOSSARY

Following are brief descriptions of terms and features used herein that may be unfamiliar to you. Some of the features are programmable options that may or may not apply to your particular system.

Abort Delay - A delay period that allows the control panel to be reset, thus aborting a report to a central station.

Access Code - A code (up to 6 digits) used to remotely unlock a door.

Ambush Code - A code entered when forced to disarm. Sends a silent alarm to the central station with no indication at the keypad. There are two types: (1) A 2-digit code (prefix) entered just prior to your normal User Code and (2) A separate and unique User Code used in place of your normal User Code.

Area - Some systems may be divided, or partitioned, into smaller independent subsystems, which are referred to as Areas. Each Area may be controlled by its own keypad or by a keypad of a different

Area through Managers Mode.

Arming/Disarming - Turning the system on/off by entering your code at the keypad, then tapping **ENTER** or **ON/OFF**.

Battery - Backup power source in the control-panel enclosure to provide protection in the event of a power failure.

BYPASS Button - Enables you to manually remove one or more protective zones from the system.

Central Station - Monitors incoming reports and emergency messages from a digital communicator and notifies the proper authorities.

Chime - A keypad beep while disarmed alerting that the

programmed zone has been opened.

Closing Window - (Optional.) A time interval within which closing (arming) is permitted without reporting to the central station.

Communicator - Reports intrusions, emergencies, openings, closings, etc. directly to the central station over telephone lines.

Control Panel - The brain of the system, it controls all system functions.

Directory - A listing of the programmed zone descriptions stored in memory.

Easy Arm - Quick arming by tapping **ENTER** or **ON/OFF** (optional).

GLOSSARY (CONT'D)

Easy Exit - Allows you to exit the premises while the system is armed Stay. The Exit Delay countdown will take place, during which time you are permitted to leave through the exit door (the delay time is identical to the Exit Delay time the system gives you each time it is armed Stay). Easy Exit allows, for example, an early morning commuter to exit the house without having to disarm and rearm the system, awaking the family.

Exit/Entry Delays - Separate delays that let you exit and enter your premises without setting off an alarm when the system is armed.

Instant Protection - Arming without entry delay using the **Instant** (or **Away**) button while remaining on the premises.

Keypad - Puts control-panel functions at your fingertips. It can be mounted anywhere in your premises.

Manager's Mode - In a partitioned system, a low-security operating mode that allows arming by Area.

Panic Buttons - Used to signal a Fire, Police or Auxiliary emergency (for example, a medical emergency).

Partitioned System - A system that has been subdivided into two or more (up to eight) independent subsystems (Areas).

Pre-Alarm Warning - A keypad sounder alert of an impending alarm. This option is programmable by zone for the same duration as that programmed for Abort Delay (see Abort Delay).

Report - A transmission to a central station notifying of a change in the status of the system (alarm, trouble, low battery, etc.).

RF Low Battery - (Wireless systems only) Weak transmitter battery.

RF Check In - (Wireless systems only) Periodic test report from transmitter (if a report is not received on time, a supervisory-failure system trouble will result).

Ringback - A beep after arming verifying the central-station's receipt of a closing report.

Service Code - A code intended for temporary use.

Sounder - A local warning device at each keypad to alert that (a) entry delay has started; (b) an attempt was made to arm with a zone in trouble; (c) a Day-Zone condition exists (see Zones: Day Zone); (d) 10 seconds exit time remaining; (e) invalid code entered; or (f) central station acknowledged arming (see Ringback).

GLOSSARY (CONT'D)

System Trouble - A problem (low battery, power failure, etc.) detected in the system.

Trouble - A zone fault; an open door, window, or other problem that may prevent arming.

User Code - Your personalized code for arming and disarming the system. It may contain up to six digits.

Zones - Independent circuits that protect specific areas of the premises:

- **Auto-Bypass Zone:** A zone that will be automatically bypassed from the protection system if it is in trouble (faulty) when the system is armed.
- **Burglary Zone:** Detects intrusion.
- **Day Zone:** A zone that will give an audible and visual indication at the

keypad if there is a problem on the loop while disarmed. This feature is often used to warn of a problem (a break in a window foil, for example) during the day, when the system is not normally armed.

- **Exit/Entry Follower Zone:** Provides exit and entry delay for interior devices. Entry delay only occurs if re-entry takes place through the normal exit/entry door first.
- **Fire Zone:** Detects fire alarms or trouble conditions.
- **Interior Zones:** Circuits within the premises, usually including space-protection devices, interior doors, etc.; but not exterior doors or windows. These can all be bypassed simultaneously using the **Interior** (or **Stay**) button.
- **Priority Zone:** A zone that prevents arming if in trouble.
- **Priority Zone with Bypass:** A

Priority Zone that can be bypassed using the **Reset** button.

- **Selective-Bypassed Zone:** A zone that can be individually bypassed using the **Reset** button.
- **24-Hour Zone:** A zone that is armed and ready at all times to respond to an emergency situation.

SYSTEM TROUBLE ERROR CODES

Your system can detect a variety of troubles that may affect system performance. In the unlikely event that a problem should occur, the system trouble icon will display in the Keypad Window along with one or more of the following error codes. If the issue is related to a specific zone or device, the corresponding number will be indicated. Listed below are the most common troubles and the necessary corrective action, if any. If a message appears that is not listed below, call your security professional for service. When a system trouble occurs, the keypad can be silenced and the display can be cleared by tapping **Reset**. The system can then be armed and disarmed as usual. **Note: If you cannot clear a system trouble yourself, call for service as soon as possible.**

Trouble Indication	System Trouble Condition	Action
E01-00	AC Power Failure	This trouble will occur if AC power is not present. Ensure system transformer is plugged into AC receptacle and check the circuit breaker, otherwise call installing company for service.
E02-00	Low Battery	If there has been a recent power failure, the battery may be partially depleted and must be recharged by the control panel. The control panel performs an automatic daily test of the battery, at which time the trouble will clear if the battery has been recharged. If the trouble does not clear in 24 hours, call installing company for service.
E03-00	Communication Failure	The system was not able to report to the central station. If this is due to a temporary interruption in the telephone service, the trouble can be cleared when the service is restored by performing a Communication Test: <ol style="list-style-type: none"> 1 While disarmed, enter your User Code followed by Menu/Function. 2 Answer No until "ACTIVATE DIALER TEST" appears in the window. 3 Tap Yes to send a test signal to the central station. If the trouble continues, call installing company for service.

SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
E04-NN	Wireless Transmitter Supervisory Failure	A problem has been detected with a wireless transmitter. Call installing company for service.
E05-NN	Wireless Transmitter Low Battery	<p>The battery in a wireless transmitter is low and should be replaced. This transmitter is on the zone corresponding to the number NN. The replacement battery for the GEM-TRANS2 door/window transmitter, GEM-PIR motion detector and GEM-GB glass break detector is the Duracell DL123A 3 volt (lithium; 2 are required for the GEM-PIR and GEM-GB). The replacement battery for the GEM-SMK is the Duracell MN1604 9-Volt (alkaline; 2 required). The GEM-DT Dual Technology Sensor requires 4 C-cell alkaline batteries.</p> <p>Warning: Replace batteries only with the same type as specified above. Use of another battery may present a risk of fire or explosion. Do not recharge or disassemble battery, or dispose of in fire.</p>
E06-NN	Receiver Response Failure	Call installing company for service.
E07-00	Download Failure	Call installing company for service.
E08-00	Telephone Line Cut	The telephone line has failed. If telephone service has been temporarily interrupted, the trouble will clear automatically when it is restored. Otherwise, call installing company for service.
E09-00	System Cold Start	--

SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
E10-NN	Keypad Response Failure	Call installing company for service.
E11-NN	Keypad Tamper	A keypad has been removed from the wall. Call installing company for service if problem cannot be repaired.
E12-NN	Expansion Zone Module Response Failure	Call installing company for service.
E13-NN	Expansion Module Tamper	The cover has been removed from a zone expansion module. A problem has been detected with an Expansion Module. Call installing company for service.
E14-NN	Relay Board Response Failure	NN= Relay Board Number. Call installing company for service.
E15-NN	RF Transmitter Tamper	Wireless Transmitter Tamper Cover removed. NN=Transmitter Number. Call installing company for service.
E16-NN	Wireless Receiver Jam	A problem has been detected with the wireless receiver. Call installing company for service.
E17-NN	Receiver Tamper Condition	Call installing company for service.
E18-NN	KeyFob Transmitter Low Battery	The two batteries in the indicated wireless key fob transmitter are low and should be replaced. The replacement battery is the type 386 watch battery. Warning: Replace batteries only with the same type as specified above. Use of another battery may present a risk of fire or explosion. Do not recharge or disassemble battery, or dispose of in fire.

SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
E19-00	User Program Memory Error	Call installing company for service.
E20-00	Dealer Program Memory Error	Call installing company for service.
E21-00	System Shutdown	Call installing company for service.
E22-NN	Sensor Watch Activity Failure	A Motion Sensor on the zone indicated has failed the programmed Sensor Watch activity test. Ensure that the sensor is able to detect activity in the area; clear any obstacles which may be blocking the sensor from detecting activity. Tap Reset to clear the display, and then use the Function Menu to Reset Sensor Watch Failure (see page 28). If you cannot correct the problem yourself, call installing company for service.
E23-00	Burglary Bus Failure	Call installing company for service.
E24-00	Service Message	The system is in need of a preventive maintenance service call. Call installing company for service.
E27-00	Printer Failure	Call installing company for service.
E39-00	Receiver Capacity Error	Call installing company for service.

SYSTEM TROUBLE ERROR CODES (CONT'D)

Trouble Indication	System Trouble Condition	Action
E40-00	RF Self Test Failure	A wireless motion sensor on the zone indicated has failed its automatic self test routine. Call installing company for service.
E41-NN	Fire Trouble	A problem has been detected on the Fire zone indicated. Call installing company for service.
E42-NN	CO Trouble	A problem has been detected on the Carbon Monoxide (CO) zone indicated. Call installing company for service.
E51-00	Bell/Siren Trouble	There is a problem with the Bell or Siren. Call installing company for service.
E58-00	Telemetry Trouble	Call installing company for service.
E59-00	Telemetry Failure	Call installing company for service.
E66-00	Dirty Smoke Detector	"Clean Me" indication (Smoke Detector dirty). Call installing company for service.
E99-00	Keypad Panic Shorted too Long	Call installing company for service.

TROUBLESHOOTING

What do I do if...

For more info...

I try to arm my system but the keypad just displays "ZONES FAULTED" and "CAN'T ARM SYSTEM" and beeps at me.

A zone is open. Find and secure the open window or door.

See Page 12

I try to arm my system but the keypad displays "SYSTEM TROUBLE" and beeps at me. The error code numbers are displayed.

*A System Trouble has been detected. Note the scrolling error codes (they represent the trouble). Tap **Reset** and you will be able to arm the system, but the trouble must be fixed as soon as possible.*

See Pages 54-58

The Fire Alarm is sounding and I don't know how to turn it off.

*If a fire is in progress, evacuate the premises immediately! If necessary, call the Fire Department from an outside phone. If there is no evidence of a fire, enter your code and tap **ENTER** or **ON/OFF** to silence the alarm. Note the Zone Number displayed. Check the smoke detector(s). If a smoke detector tripped, its red alarm indicator light will be on. Tap **Reset** to silence the keypad sounder.*

See Page 22

IMPORTANT NOTE

IMPORTANT

The USB flash drive port on the side of the tablet must ONLY be used by your alarm installer at the direction of NAPCO iBridge Technical Support.

Do NOT use this USB port for charging smart devices or for any other purpose.



NOTES

NOTES

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This warranty shall not apply to any equipment, or any part thereof, which has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to acts of God, or on which any serial numbers have been altered, defaced or removed. Seller will not be responsible for any dismantling or reinstallation charges.

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Any action for breach of warranty, including but not limited to any implied warranty of merchantability, must be brought within the six months following the end of the warranty period.

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In no event shall NAPCO be liable for an amount in excess of NAPCO's original selling price of the product, for any loss or damage, whether direct, indirect, incidental, consequential, or otherwise arising out of any failure of the product. Seller's warranty, as hereinabove set forth, shall not be enlarged, diminished or affected by and no obligation or liability shall arise or grow out of Seller's rendering of technical advice or service in connection with Buyer's order of the goods furnished hereunder.

NAPCO RECOMMENDS THAT THE ENTIRE SYSTEM BE COMPLETELY TESTED WEEKLY.

Warning: Despite frequent testing, and due to, but not limited to, any or all of the following: criminal tampering, electrical or communications disruption, it is possible for the system to fail to perform as expected. NAPCO does not represent that the product/system may not be compromised or circumvented; or that the product or system will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; nor that the product or system will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce risk of burglary, robbery, fire or otherwise but it is not insurance or a guarantee that these events will not occur. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. Therefore, the installer should in turn advise the consumer to take any and all precautions for his or her safety including, but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

NAPCO is not an insurer of either the property or safety of the user's family or employees, and limits its liability for any loss or damage including incidental or consequential damages to NAPCO's original selling price of the product regardless of the cause of such loss or damage.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, or differentiate in their treatment of limitations of liability for ordinary or gross negligence, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THE FOLLOWING STATEMENT IS REQUIRED BY THE FCC.

This equipment generates and uses radio-frequency energy and, if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class-B computing device in accordance with the specifications in Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning

the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: reorient the receiving antenna; relocate the computer with respect to the receiver; move the computer away from the receiver; plug the computer into a different outlet so that computer and receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, DC 20402; Stock No. 004-000-00345-4.