PRO-LD

DIALLER ALARM SYSTEM

USER MANUAL

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Quality Endorsed Company
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PRO-LD User Manual V3.0
To the best of our knowledge, the information contained in this manual is correct at the time of going to print. Ness Security Products reserves the right to make changes to the features and specifications at any time and without notice in the course of product development.

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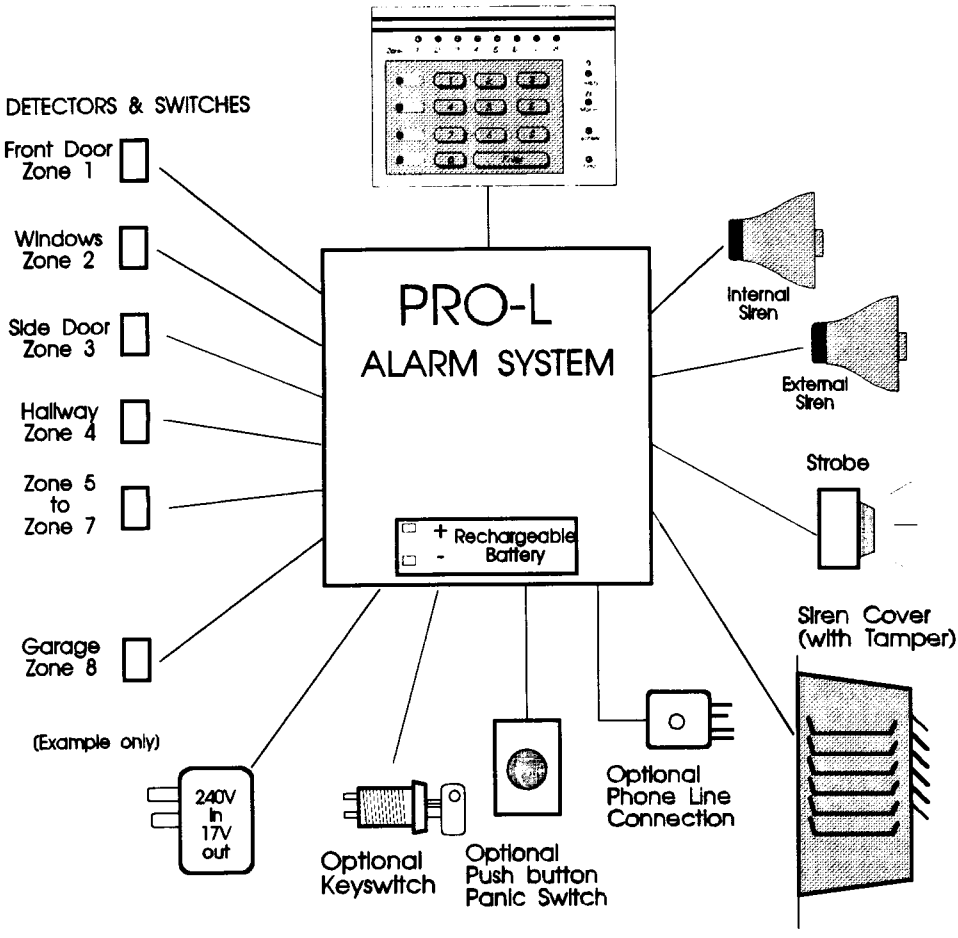


INTRODUCTION

Thankyou for purchasing a NESS **PRO-L** Control Panel proudly designed and built in Australia. The PRO-L Control Panel is very powerful but easy to use, utilising the latest in microprocessor technology.

Please take time to read this manual so that you understand the benefits of the **PRO-L** Control Panel.

TERMINOLOGY

The microcomputer based 8 Zone CONTROL PANEL forms the heart of your security system and connects to all other equipment. Each ZONE of the Panel will be connected to one or more detection devices to protect an area such as the front door, hallway, windows, etc.

The Panel is said to be ARMED when it is set to detect an intruder. At other times it is DISARMED.

Normally a zone is considered SECURED. Activation of a detection device will cause the zone to be UNSECURED and may cause an alarm.

Detectors such as fire detectors and panic buttons must be able to generate an alarm at all times regardless of the Panel setting. A zone with this assignment is called a 24 HOUR ZONE.

Some detection devices may only be required to generate an alarm or warning only when the panel is DISARMED. A zone with this assignment is called a DAY ZONE.

Before leaving the premises you must ARM the Panel to enable it to detect intruders and generate an alarm. After ARMING, the Panel will ignore detectors for the EXIT DELAY TIME to enable you to depart without triggering an alarm.

When you enter the premises the Panel will ignore selected zones for the ENTRY DELAY TIME and will not alarm unless you fail to DISARM the panel during this allowed time.

MONITOR MODE allows selected zones to be armed while leaving others disarmed if you wish to protect a number of zones while you are at home.

If you wish to split your alarm system into two areas with access limited to each area by code numbers then AREA operation is used.

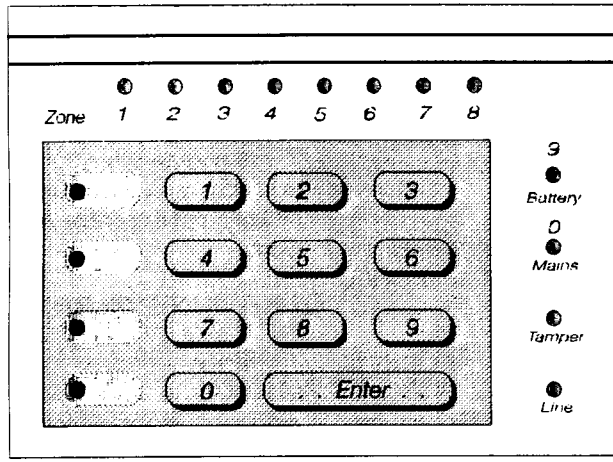
The Control Panel housing and the metal covers over external sirens are protected by TAMPER snitches to detect someone attempting to disable the security system. Activation of these switches will cause an instant TAMPER ALARM.

If a detector becomes faulty, you can EXCLUDE the associated zone so that it is totally ignored and cannot generate an alarm. INCLUDING the zone will enable it to generate an alarm again.

The Control Panel is fitted with a rechargeable STAND-BY BATTERY to ensure your security system continues to operate if the MAINS POWER is interrupted. This battery is checked every hour and whenever you Arm the Panel.

Whenever an alarm occurs, it may be silenced by entering an ACCESS CODE, otherwise it will reset at the end of ALARM RESET TIME. All alarms are stored in MEMORY and may be viewed at any time by entering MEMORY MODE.

CONTROLS AND INDICATIONS



KEYPAD

The **PRO-L** keypad consists of 15 buttons. 16 indicators and 1 internal beeper.

BUTTONS

The 10 grey numeric buttons are used for entering access codes and in Program Mode to enter option selections and values. The 4 dark blue buttons and numeric buttons 2 and 3 are used for entering particular functions.

The Enter button is used at the end of every button sequence to enter the button data.

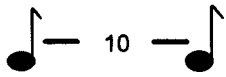
AUDIBLE INDICATIONS

Every time a button is pressed on the Keypad, it responds with a brief beep in acknowledgement.

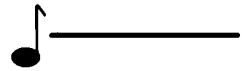
The beeper is also used to indicate whether the entry was valid or invalid. For example, whenever **ENTER** is pressed, all the buttons pressed before it are checked to see whether they are valid. If they are valid, the response will be 3 short beeps.

If they are invalid (or incorrect) the response will be 1 long beep and they will be ignored.

At other times, the beeper will sound warnings such as 10 beeps for a low battery or mains fail.



The beeper may have been programmed to sound continuously if an alarm has occured.



VISUAL INDICATIONS

Each of the 16 indicator lights have three possible states. These are:-

LIGHT	OFF	ON	FLASH
BATTERY		Normal	Battery Low
MAINS		Normal	Mains Fail
ARM	Day Mode (Disarmed)	Night Mode (Armed)	Monitor Mode
MEMORY	No recent alarms	Memory Mode Selected	Alarm in memory
EXCLUDE	No Excluded alarms	Exclude Mode selected	Zones Excluded
PROGRAM	Normal	Client Program Mode	Install Program Mode
TAMPER	Tamper secure		Fault or Alarm
LINE	*ONLY USED in memory mode -*	*to display Panic Alarm Memory*	Optional Failure to Communicate
ZONE 1-8	Zone Secure	Zone Unsecured	Zone Alarm

NOTE: Battery (9) and Mains (0) are used in program mode to flash out values.

OPERATION

This section describes the operation of a typical Control Panel installation. Keep in mind that your installation may vary depending on the selected options and equipment. The operating instructions which follow will endeavour to cover the most common options. If you have any doubts speak to your Installer.

All Control Panel operations are controlled by the **PRO-L** keypad except if an optional keyswitch is installed.

OPERATING RULES

Generally, the Panel will be in the Disarmed, Armed or Monitor modes which provide different levels of security for your premises. Three other temporary modes, Program, Memory and Exclude, allow you to perform various operations. The Panel will automatically exit from these temporary modes if you do not press any buttons on the keypad within a 4 minute period.

The optional KEYSWITCH is operated by turning it clockwise (until it stops) momentarily.

If you make a mistake while entering any codes, press the ENTER button and start again.

When you are required to enter your Access code, you are given THREE opportunities to enter it correctly. After the third invalid attempt the alarm is activated (requiring the correct code to silence the alarm). This prevents anyone trying to guess your code by entering random numbers.

AREA OPERATION

The **PRO-L** Control Panel allows for the 8 zones to be split into two groups known as Area 1 and Area 2. The two Areas can be assigned access codes so that a user may have access to one or the other Areas or both Areas. This allows for people to have access to one part of your premises while the other part remains armed.

This is known as Area Operation. Arming and Disarming is carried out as normal, you may have keypads installed in each Area and set up by your installer so that the Armed light indicates the Armed state for that Area only.

NOTE: All zones which are active in the Armed mode always exist in one or both areas, eg. even if you do not require your 8 zones to be split, all 8 zones will be programmed to operate in Area 1.

OPTIONAL DIALLER

Your alarm system may have a Dialler connection for reporting alarms to a central monitoring station or to a friends home. The Dialler carries the Austel Permit No. A92/03/0365. If you have problems with your phone you must first disconnect all approved devices to verify the cause of the fault. Should the fault still exist after you have removed these devices then, and only then contact Telecom to report the fault.

Remember that your PRO-L Dialler is a security device. should the alarm be triggered then the PRO-L will disconnect your local phone to allow it to make a call unhindered. Check the line light on the Keypad is OFF before you disconnect the Dialler telephone lead.

ARMING THE CONTROL PANEL

The control panel must be ARMED prior to vacating the premises in order to detect intruders. Ensure that the Panel is not in Program. Memory or Exclude modes.

NOTE: *If the panel is already in alarm, you must first silence the alarm before you can Arm.*

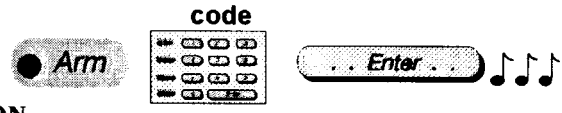
There are three methods of Arming the Panel:-

1. Normally the panel is ARMED by pressing Arm then Enter
2. Your Installer may have programmed the Panel to require the entry of a code to Arm the Panel.
3. If the optional keyswitch is connected, this is turned momentarily to ARM the Panel.

1. **CHECK** that all windows and doors are securely locked.

2. **PRESS**

OR



3. The ARM light should be **ON.**

4. **LEAVE** the premises within your Exit Delay Time.

5. At the end of the Exit Delay Time, three beeps will sound

If something is wrong when Arming the control panel, the normal 3 beeps will be replaced by other warnings:

- Mains power is turned off
- Control Panel battery is low.
- A long beep indicates an invalid entry or an alarm is outstanding and needs to be reset by entering your access code first.

SIREN WARNING **At the end of the Exit Time, all zones should be secured. If any are unsecured, the siren will sound for 2 seconds as a warning to indicate that those zones have been automatically Excluded. For maximum security, you should return, DISARM, check the premises and then ARM again. Continual warnings could mean that a detector is faulty and may have to be manually Excluded.** If the Auto-Exclude option is disabled, the siren will sound continuously if a zone is unsecured at the end of Exit Time.

DISARMING THE CONTROL PANEL

Upon entering the protected premises through a delay zone. the Control Panel responds with regular beeps as a reminder to Disarm. You then have your programmed Entry Delay Time to Disarm the Panel by either:

a) Entering one of your access codes. OR

b) Activating the keyswitch.

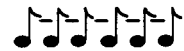
If the Panel is not Disarmed by the end of the Entry Delay Time, an alarm will occur. You may still enter your code to silence the alarm.

If one of your codes is. say. 7676 then to Disarm, press...

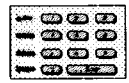
7676 ENTER

If you make a mistake in entering your code, then you must press **ENTER** and start again. Three incorrect entries will cause an alarm.

1. **ENTER** the protected premises via a **DELAY ZONE**.
2. **LISTEN** for the beeps coming from the Keypad.



3. **PRESS**...



4. The ARMED light should now be extinguished..

The entry beeps can be DISABLED as a function of the Installation options.

If the external strobe light (if fitted) is flashing before you Disarm then this means that an alarm occured since you last Armed the Panel. Flashing indicators on the Keypad also indicate the location of the alarm before you Disarm. Once you have Disarmed, you may view the alarm memory to check the location of the alarm. (See alarm memory page 16.)

MONITOR MODE

Monitor mode allows you to ARM selected zones while others are ignored. Typically, Perimeter zones (doors and windows) can be Monitored while you are at home.

To select MONITOR mode, either

a) press <2> < **ENTER**> OR <2> <code> <**ENTER**>

b) If you are using a Remote Keyswitch, turn the Keyswitch momentarily when the Panel is disarmed.

The Control Panel will respond with 3 beeps and the Armed indicator will **FLASH** to indicate that you are in Monitor mode.

Monitor mode cannot be selected while in Program, Memory or Exclude modes.

To EXIT from monitor mode, either

a) Press. **<code> ENTER** to DISARM. or,

b) If your Keyswitch has been programmed to allow access to both Arm and Monitor modes, then turn the Keyswitch momentarily to change the panel to the Armed state and then again to change the panel to Monitor OR

c) turn the keyswitch momentarily to Disarm.

NOTE: If an alarm occurs, while in Monitor mode, entering <code> <E> or activating the Keyswitch will silence the alarm. This will also change the mode of operation of your Panel, so remember to enter Monitor Mode again if necessary.

1. To **ENTER** monitor mode, press ...

2. If an **ALARM** occurs, the respective zone light will flash.

3. To **SILENCE** the alarm and to exit Monitor Mode, press...

EMERGENCY FUNCTIONS - PANIC

For personal protection. the Keypad contains an **INSTANT** panic feature. Panic can be used to...

- Scare away intruders inside or outside your premises.
- Summon help from friends or neighbours.
- Test the operation of the siren.

The Panic function may have been programmed to be either.

1/ Audible - activates siren or buzzers OR

2/ Silent - Activate a warning in another part of your building.

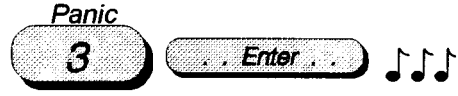
To activate the panic alarm, press
<3> **ENTER**

To silence the siren, press
<code> **ENTER**

Panic cannot be used while the Panel is in Program. Memory or Exclude mode.

NOTE: Your installer may have installed a separate Panic Button. To activate the Panic Alarm simply press the button.

1. **PANIC !**
2. Press . . . .
3. The siren will **SOUND**



4. Press . . .

The Siren will STOP

ALARMS

Alarms may be caused by one of the following

A zone has been activated while Armed
A tamper has been activated
A panic button has been activated

All of these may cause your sirens and strobe to operate. Various visual indications relevant to the alarm will be retained in the memory. If this occurs, disarm your Control Panel which will reset the alarm. The cause of the alarm can be identified by entering the Alarm Memory Mode as described on page 16.

RESETTING AN ALARM

Your Panel can be reset and the alarm silenced by entering your CODE followed by the ENTER button.

Alternatively, if a keyswitch is installed, the Panel may be reset by momentarily activating the keyswitch.

If you arrive at your premises and find the strobe light flashing (if installed), reset the panel as above. To check the cause of the alarm, you can view alarms in memory by entering Memory Mode.

To Reset an alarm, press . . .

EXCLUDING ZONES

If a detector becomes faulty and cannot be secured when Arming the Panel. then its zone may be excluded. ie. ignored by the system so that it does not generate false alarms.

To enter exclude mode press,
<exclude> <ENTER> or
<exclude>< code>< ENTER>

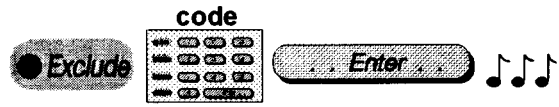
All the lights will be turned off and then the Zone Excluded light will show a steady light. You may now exclude zones.

To exclude. say. zones **4** and **8** , press the buttons...
<exclude ><ENTER>
4 <ENTER> 8 <ENTER>
Zone lights 4 and 8 will turn on.

1. To Exclude Zones . . .

2. Press ...

OR



the Exclude light should be On

3. **ENTER** the zone/s to be **EXCLUDED**

4. To **EXIT** press ENTER

If you make a mistake, enter the zone number again to remove it from your selection.

Zones which you exclude will be indicated by the relevant zone light showing a steady light in the exclude mode.

NOTE: Your Control Panel may be programmed to automatically exclude faulty zones whenever you Arm. The Exclude light will flash as a warning or memory of the auto-exclusion.

INCLUDING ZONES

Zones which have been Excluded. may be included while you are in the Armed. Disarm or Monitor modes.

All Excluded zones are **automatically** Included when the panel is Disarmed. Thus if a detector is still faulty it must be Excluded again.

The Exclude light will flash to warn you of Excluded zones.

To view Exclude zones for Inclusion press.

<exclude> <enter> or <exclude><code> <enter>

To Include, say, zones **4** and **8**, press

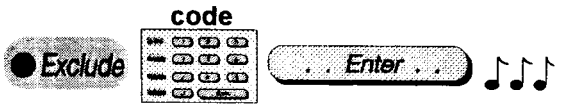
<exclude> <ENTER>

<4> <ENTER> <8> <ENTER>

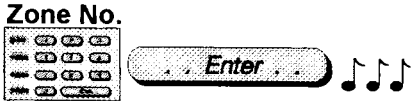
Zone lights 4 and 8 will turn off.

1. To Include zones, press . .

OR



2. **ENTER** the zone/s to be **INCLUDED**.



3. To **EXIT** press ENTER.

ALARM MEMORY

The **PRO-L** Control Panel contains a comprehensive Alarm Memory. The PRO-L will remember Arms, low battery, mains fail and alarms. The memory is constantly upgraded and the last 8 events are always available for viewing.

To view the MEMORY display, enter...
< memory> <ENTER > or
< memory> <code> <ENTER >

The Memory light will illuminate and then the last 8 alarm events will be flashed out at 1 second intervals. A short beep indicates the next event is displayed.

NOTE: The most recent of the last 8 events will be displayed.

This Memory display can only be selected while the Panel is in the Disarmed state.

NOTE: Entry to Program Mode will clear the events from Alarm Memory.

1. To view memory, press...

2. **OBSERVE** lights.
The last 8 events will be flashed out at 1 second intervals separated by a beep

The lights are used as follows:

LIGHT	ALARM
Zone Light	Zone Alarm
Arm Light	Panel Armed
Tamper Light	Tamper Alarm (siren cover, panel etc.)
Line Light	Panic Alarm
Battery Light	Low Battery
Mains Light	Mains Failure

You can access the Alarm Memory as often as required while the Panel remains Disarmed.

PROGRAMMING

The **PRO-L** Control Panel allows you to reprogram all 15 available access codes, the 2 entry times and your exit time.

You may need to reprogram an access code because you no longer wish a user to have access to your system or because you want to give somebody temporary access to your system, or you may have simply forgotten your code.

You may also need to reprogram the entry or exit times of your entry/exit zones if you find them too long or too short.

For all other programming changes, talk to your installer or refer to your **PRO-L** Installation Manual (if you have one).

TO ENTER PROGRAM MODE

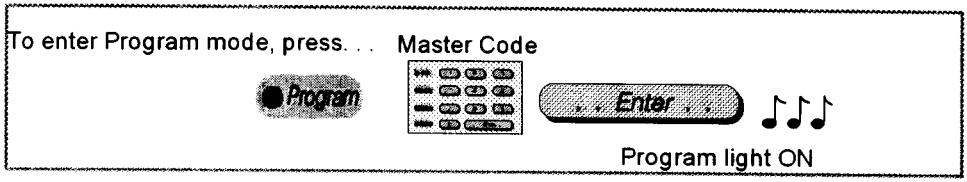
Access code number 1 is called your **Master Code**. Program mode can only be accessed using your **Master Code**. To enter program mode, press . . .

<PROGRAM><master code><ENTER>

The program light will turn on and all other lights will turn off to indicate successful access to program mode.

NOTE: Access to program mode can only be done from the Disarmed state.

IMPORTANT: The Control Panel will automatically exit the Program Mode if no keys are pressed within a four minute period.

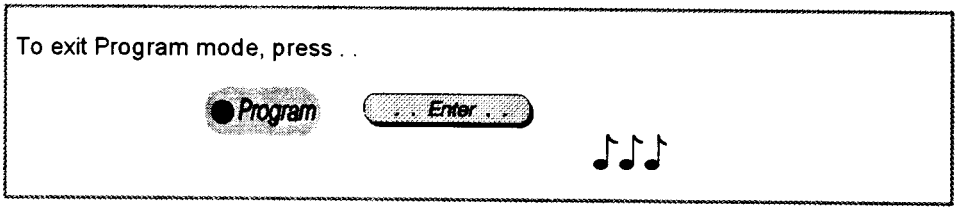


TO EXIT PROGRAM MODE

Press, <PROGRAM> <ENTER>

The program light will turn off and normal operating lights (mains and battery will turn on).

NOTE: The Control Panel will automatically exit the Program Mode if no buttons are pressed within a 4 minute period.



HOW TO PROGRAM ACCESS CODES

To program any of the 15 access codes. you must know a few rules first.

REMEMBER:-
All codes can be 3, 4, 5 or 6 digits long

Codes cannot begin with a 0 (see below)

A code can be cancelled by reprogramming it again with a code that begins with a 0.

Codes must be unique and cannot be a subset of each other. Eg. If code-2 is 1234, Code-3 234 (not allowed), Code-4 51234 (not allowed) Code-6 1334 (allowed).

Code-1 is the master code and MUST be programmed

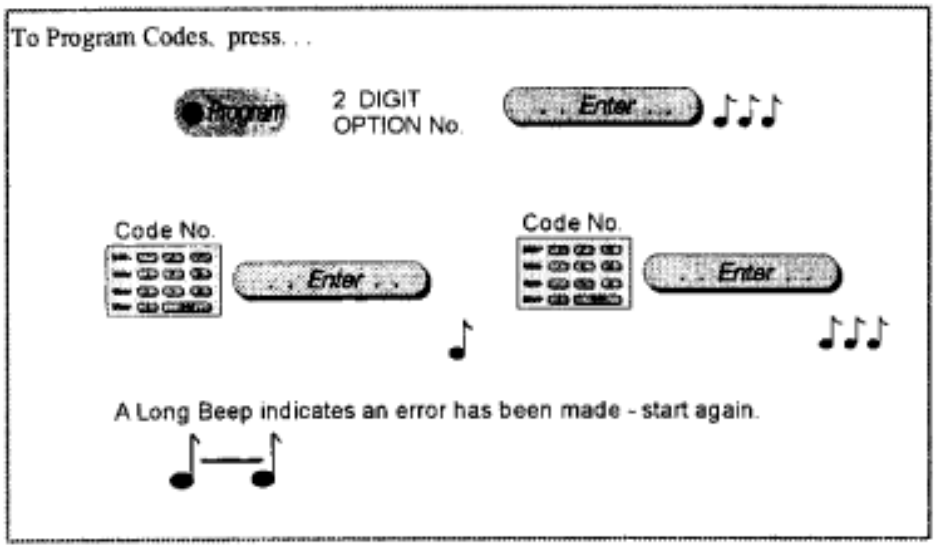
All other codes are optional

When you enter your new code number the **PRO-L** requires that you input the code twice to confirm a correct code

Each user code has a 2 digit program option number to ensure the Panel can identify which code number you want to program.

The options for each code are:-

CODE	OPTION	CODE	OPTION
1	11	9	19
2	12	10	20
3	13	11	21
4	14	12	22
5	15	13	23
6	16	14	24
7	17	15	25
8	18		



HOW TO PROGRAM ENTRY & EXIT TIMES

Your PRO-L Control Panel will have zone(s) which are called Entry/Exit zones. These are the zone(s) which you normally enter and leave your premises by. To allow you to do so without causing a false alarm, there is an Exit Time which the Control Panel gives you to depart your premises after you Arm the Panel. There are 2 separate Entry Times which the Control Panel gives you to Disarm the Panel when you have entered the premises before an alarm occurs.

Your installer may have programmed zones with a long entry time and a short entry time zone. (A long and short entry time is useful if you enter by a garage or a front door).

To Program You Must Know a Few Rules

Exit Time can be programmed from 1 to 99 seconds in 1 second increments.

Entry 1 time can be programmed from 1 to 99 seconds in 1 second increments.

Entn; 2 time can be programmed from 10 to 990 seconds in 10 second increments

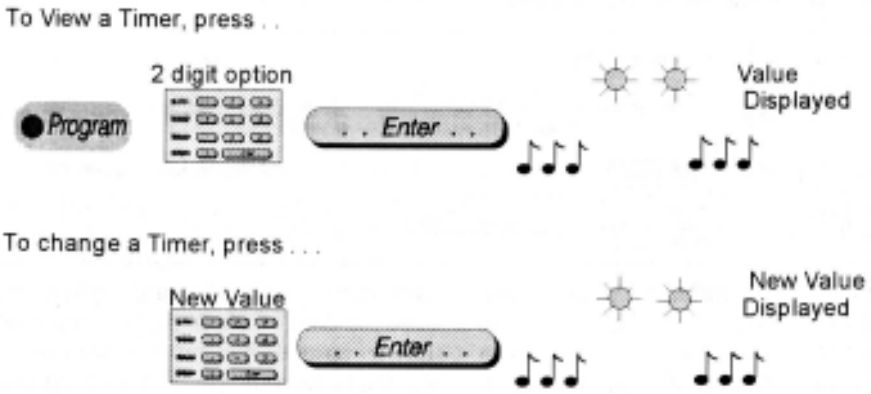
Each one of the timers has a 2 digit program option number.

The current timer value is displayed by the PRO-L when you select a timer option. The value is displayed bv flashing out the value on the numeric zone lights 1 to 8, 9 = battery and 0 = Mains at 1 second intervals.

When vou change the timer value the new value is displayed as above. The option numbers are as follows:

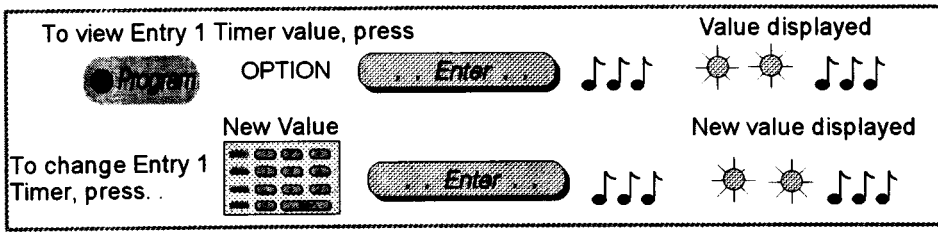
Entry 1 Timer = option 26
Entry 2 Timer = option 27
Exit Time = option 28

Programming always follows this sequence;



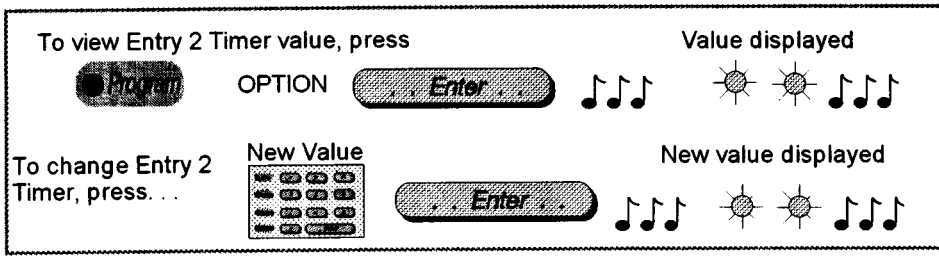
TO PROGRAM ENTRY 1 TIMER (Option 26)

Timer 1 can be set from 1 to 99 seconds. Default time equals 20 seconds.



TO PROGRAM ENTRY 2 TIMER (Option 27)

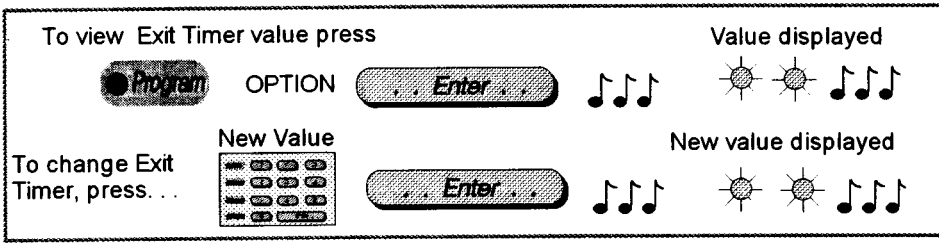
Timer 2 can be set from 10 to 990 seconds in 10 second increments. Default time equals 60 seconds.



TO PROGRAM EXIT TIMER (Option 28)

Timer can be set from 1 to 99 seconds. Default equals 60 seconds.

Exit timer is common to all armed zones.



NOTE: Your installer may have programmed your Exit timer to be programmable from 10 to 990 seconds in 10 second intervals if you require a particularly long exit time. (Eg., time to Arm, move your car from the garage and close the door.) Simply program your exit time as normal. It is recommend that for maximum security you should keep your exit and entry times as short as possible.

PROGRAMMING SUMMARY

OPTION	CODE	DEFAULT	PROGRAMMED
Acess Code 1	P11E Code E Code E		
Acess Code 2	P12E Code E Code E		
Acess Code 3	P13E Code E Code E		
Acess Code 4	P14E Code E Code E		
Acess Code 5	P15E Code E Code E		
Acess Code 6	P16E Code E Code E		
Acess Code 7	P17E Code E Code E		
Acess Code 8	P18E Code E Code E		
Acess Code 9	P19E Code E Code E		
Acess Code 10	P20E Code E Code E		
Acess Code 11	P21E Code E Code E		
Acess Code 12	P22E Code E Code E		
Acess Code 13	P23E Code E Code E		
Acess Code 14	P24E Code E Code E		
Acess Code 15	P25E Code E Code E		
Entry Time 1	P26E Time E	20 seconds	
Entry Time 2	P27E Time E	60 seconds	
Exit Time	P28E Time E	60 seconds	

OPTIONAL DIALLER-TO-HOME REPORTING

Your PRO-L Dialler may be programmed to dial your home or a friends home to report that an alarm has occurred. The Dialler will call your programmed telephone number and will sound a series of fast beeps on the telephone line.

When you hear the beeps press any of the following digits on your phone; 2, 3, 4, 5, 6, 8, 9, 0 or # until the beeping stops. If you do not respond to the Dialler, it will hang up and repeat the message up to 20 times!

NOTE: Your phone may not be capable of responding correctly in which case your installer would have supplied you with a hand-held generator instead.

NOTE: If you pick up the phone after only 1 or 2 rings you may need to press one of the above digits to start the Dialler message or you can just wait until the message starts by itself - this could take up to 10 seconds.

TROUBLESHOOTING

SYMPTOM	CAUSE	REMEDY
Zone light on or long Beeps on Arming.	Zone detection device (eg. reed switch, movement detector) unsecured.	Close door or window. Find cause of movement.
10 beeps upon Arming. Mains light flashing - Battery light flashing.	Mains power off. Battery low	Check plugpack is plugged in and power point on or call Installation Company.
10 Beeps at any time (mains/battery light flashing)	(as above)	(as above)
1 long beep during keypad entry.	Invalid keypad entry.	Press ENTER button and re-enter.
2 second siren at end of exit time.	Zone unsecured before expiry of exit time.	Re-enter premises, disarm system, check zone isolate memory to determine zone at fault.
External strobe light Flashing.	Alarm occurrence since last arming of panel.	Check Alarm memory to determine zone at fault.
Siren sounding when System disarmed.	Tamper, panic or 24 hour zone, or Day zone activated.	Reset alarm by entering code or activating key-switch, check panic buttons (if installed) – or call Installation Company.
Armed/monitor light Flashing.	Monitor mode entered by mistake.	Exit monitor mode.
Zone Excluded light Flashing.	A zone has been excluded.	Check zone excluded memory. Arm panel with all zones secured.
Tamper light flashing.	Tamper unsecured.	Call Installation Company.
Alarm memory light Flashing.	Alarm in memory.	Check alarm memory to see cause of alarm.
Cannot access Program Mode	- Panel Armed - Not using msater code	Disarm panel first before entering code To enter program mode: Press Prog - Master code – Enter (see page17)

INSTALLATION RECORD

SUPPLIED BY:	

PHONE NUMBER:		PHONE NUMBER:	

INSTALLED BY:		DATE:	

OPTIONAL EQUIPMENT INSTALLED

SERVICED BY	DATE	REASON

OPERATION SUMMARY

TO ARM Arm < optional code> Enter or Keyswitch

TO DISARM < code> Enter or Keyswitch

T0 MONITOR ZONES monitor 2 < optional code> Enter or Keyswitch

TO EXIT MONITOR MODE Enter or Keyswitch

TO EXCLUDE ZONES Exclude < optional code> Enter

then, < zone> Enter < zone> Enter etc.

TO EXIT EXCLUDE MODE Enter

TO INCLUDE ZONES Exclude < optional code> Enter

then, < zone> Enter < zone> Enter etc.

TO EXIT INCLUDE MODE Enter

PANIC ALARM panic 3 Enter

TO VIEW MEMORY Memory < optional code> Enter

The Last 8 events will be displayed at 1 second intervals

P.N. 890-071
Version 2

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