



SONITROL STANDARD AND ENHANCED KEYPAD

SYSTEM USER'S GUIDE / JUNE 2018



INTRUSION ALARM
ACCESS CONTROL
VIDEO SURVEILLANCE
FIRE DETECTION
ALWAYS ON THE JOB.

YOUR SECURITY SYSTEM CHECKLIST

SYSTEM FEATURES:

- "911" enabled: ☐ YES ☐ NO
- "Emergency Duress" enabled: ☐ YES ☐ NO
- "Quick Arm" enabled: ☐ YES ☐ NO
- "Chime" enabled: ☐ YES ☐ NO Audio Sensor Chime ☐ YES Keypad Chime ☐ YES Aux Device Chime ☐ YES
- "Multiple Partitions": ☐ YES ☐ NO
- "Access Control Keypad": ☐ YES ☐ NO
- "Fire Communicator": ☐ YES ☐ NO
- "Aux Output" enabled: ☐ YES ☐ NO

• Entry Delay Time: _____ seconds

• Exit Delay Time: _____ seconds

Sonitrol Dealer: _____

Central Station 24 HR #: _____

Business Phone #: _____

Service #: _____

Sales Contact: _____



Introduction

1.1 Your Security System

Thank you for selecting one of the most advanced security systems on the market today. Your system offers versatility and flexibility combined with superior performance and service. You will use the keypad to turn your system off and on, as well as to set system options and identify problems. Your keypad features a four-line screen which displays system conditions and instructions. The text of each line will vary depending upon the current security level and features in use. This guide explains the various system features and keypad functions. Keep this guide in a convenient, secure location for future reference.



Some features contained in this booklet may not apply to your system configuration.



The Standard Keypad is not compatible with the use of an access control card or FOB.

1.2 Overview

The Standard Keypad is the main display, programming, and user interface to the SoniP iBase and FlexiP, Systems. The Enhanced Keypad has the same functionality as the Standard Keypad but has an integrated Access Card Reader that can be configured as an Arm/Disarm reader or an access control door reader.

1.3 LCD Display and Keypad Buttons

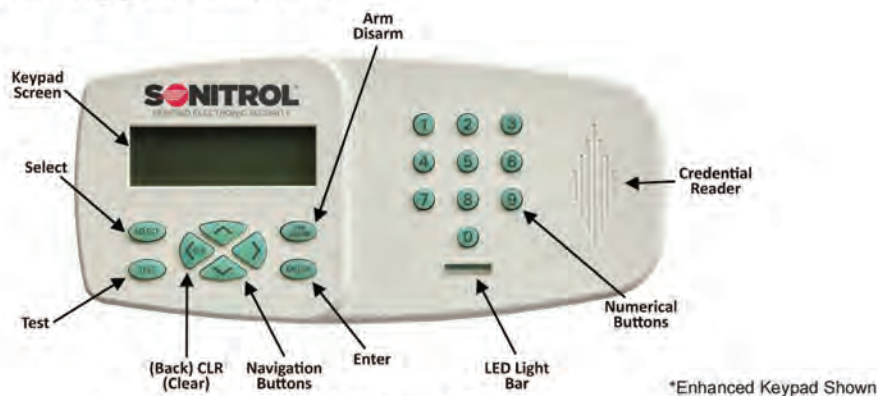


Figure 1. Keypad Buttons

The Standard and Enhanced keypads are each an 18 button wall-mounted keypad. The LCD Display screen contains a four line Liquid Crystal Display (LCD) that shows the system's status in plain English or Spanish. Text never exceeds 20 characters per line. System menus scroll when there is too much information to fit in the default screen.



Language selection, English or Spanish, is specific to each user. Language selection must be programmed by the Central Station.



The Standard and Enhanced keypads are only compatible with the iBase, FlexiBase and FlexiP Panels.



An up or down arrow displayed on the right-side of the screen indicates a scrolling menu.

1.3.1 Numerical Buttons

The Numerical Buttons are used to enter any numerical values when prompted via the LCD menu.

1.3.2 LED Status Indicators

The LED Light Bar below the numerical buttons changes colors depending on your system status. It flashes when there is an alarm no matter what color or the arm/disarm state.

RED: System is ON (Armed)

GREEN: System is OFF (Disarmed)

YELLOW: Occupied Security Level

Flashing LED: An alarm has occurred or a system status condition is present

1.3.3 Keypad Beeping Sequence:

Seconds On	Seconds Off	Alarm Type
0.125	0.125	Valid Request at Keypad (3 beeps annunciated)
1.250	0.750	Loss of communications
3.000	3.000	Aborted Alarm (occurs after loss of communications)
0.125	4.875	Loss of Battery Power
Always	N/A	Burglar Alarm
2.750	0.250	Tamper (e.g. Security Cabinet door opened)
0.125	2.875	Trouble Alarm
0.500	10.000	Fire Trouble Condition

1.3.4 SELECT Button

The *Select* Button is used to view status messages and violated devices.

1.3.5 TEST Button

Initiates communications between the iBase, FlexiBase or FlexIP Panel and the Central Station. Only active from the default screen (Disarm state screen).

1.3.6 ARM/DISARM Button

This button is used when arming or disarming the system.

1.3.7 ENTER Button

Enter your code directly from the default screen then press the *Enter* Button to access menus, arm, and or silence alarms. Also used to complete a menu selection or entry of an Access Code.

1.3.8 Navigation Buttons

The Navigation Buttons are used to scroll System Menus up and down. The left navigation button also acts as a clear or backspace button.

1.4 Security Levels

There are three security levels available on your system. They are: Armed, Occupied, and Disarmed.

- **Armed:** This is selected to arm your security system and monitor all devices. The protected area should not be occupied.
- **Occupied Security:** This allows predefined areas of your premises to be protected (i.e. exterior doors, windows, etc.) while the interior of the building remains occupied. There are two levels of occupied security available:
 - **Instant:** Sends an alarm immediately to the monitoring console if predefined areas of your premise are violated.
 - **Delay:** Entry/Exit delay time allows for authorized persons to leave or enter through designated doors and not send an alarm to the monitoring console. All other exterior protection will generate immediate alarms when violated.
- **Disarmed:** Selected to disarm your security system and will only monitor devices that are active or monitored 24 HR /day, such as Hold-up, Temperature Control, etc.

Using Your System

2.1 Arming Your System

1. Press the *ARM/DISARM* Button.

2. When prompted, enter your assigned **access code** and press *ENTER* or *present your access card or keyfob*.

⚠ Your Access Code should be 1-8 digits.

⚠ If there is only one partition, skip to step 5.

3. Select the partition you want to arm:

- “THIS PARTITION”: arms the local partition
- “MY PARTITIONS”: arms only the partitions your Access Code is programmed to control
- The keypad briefly displays: “PLEASE WAIT WHILE ARMING...”

4. When the keypad displays: “ARMED XXX SEC TO EXIT,” the keypad sounder (and audio sensors if optioned), will begin beeping, exit the door or building and verify the door is closed and locked behind you.

⚠ The keypad will display “ARMED” when in the Armed State.

⚠ Loss of communications, over IP or Telephone, will NOT allow the system to Arm.

READ IN BADGE OR
KEY IN CODE
TO ARM

SELECT THE PARTITION
>THIS PARTITION
MY PARTITIONS

PLEASE WAIT
WHILE ARMING...

ARMED
02/14/18 11:25
010 SEC TO EXIT

2.2 Disarming Your System

1. When you enter your facility, the Keypad and Audio Sensors (if optioned) will be beeping to remind you to DISARM the security system

READ IN BADGE OR
KEY IN CODE
TO DISARM

2. Press the *ARM/DISARM* Button.

3. When prompted, present Card/Key fob or enter your **access code** and press *ENTER*

⚠ If there is only one partition, steps 4 and 5 are not required.

4. Select the partition you want to disarm:

SELECT THE PARTITION
>THIS PARTITION
MY PARTITIONS

- THIS PARTITION: disarms the local partition

- MY PARTITIONS: disarms only the partitions your Access Code is programmed to control

5. Press *ENTER*.

⚠ The keypad will display "DISARMED" when in the Disarmed State.

2.3 Quick Arm Option

This option is used to expedite the arming of a particular partition or all partitions in a facility. It is useful when there are cleaning crews or other temporary employees working in the facility.

1. If the Quick Arm option is enabled: when the user presses the *ARM/DISARM* Button the system will prompt the user to "PRESS ENTER TO ARM" the optioned partition in the system.

PRESS ENTER
TO ARM

Example: If a facility has a total of six (6) partitions (A-F), only the partition where the keypad is located, and programmed for Quick Arm, will arm when Quick Arm is initiated.

⚠ Quick Arm will **not** work if there is a violation on any optioned partition.

⚠ The Quick Arm option can only be enabled by the Central Station.

SYSTEM NOT READY
➡ FRONT DOOR

2. If any alarm loop is **in violation**, the user will automatically receive the list of violations for those partitions.

2.4 Problems Arming Your System

Prior to arming your system, all monitored devices (such as perimeter doors and windows) must be secured. If a violation exists when you are attempting to turn your system on, the screen will display a list of the unsecured devices. Use the up/down navigation keys to scroll through the list. Once the violated device(s) have been secured, continue with the normal arming procedure.

If any monitored device is in violation and prevents you from arming, you may BYPASS it. BYPASS will disable the device in violation and allow you to continue the arming process. The device will be enabled again whenever the partition is disarmed.

⚠ Use of the BYPASS feature is limited to "Master" Level users.

1. When the cursor is pointing at the violation you want to view, press *ENTER*.

SYSTEM NOT READY
➡ FRONT DOOR

2. With the alarm displayed, the system will ask if you want to bypass the violation. Press *ENTER* to bypass.

FRONT DOOR
I-B , INPUT 01
>BYPASS?

- Continue through the list and either clear the violation, by securing the door, window, etc. in violation or bypass each violation.

! If the BYPASS option is used in any monitored device that failed to clear, even though it will be logged to the Central Station, it is recommended that you also call and report it to the Central Station so Service can be scheduled if needed.

! If your system is scheduled to Arm Automatically and fails to do so, there is probably a device in violation somewhere within your facility. The keypad's event history displays the activity in order of occurrence, starting with the most recent event. Once you clear the violations, your system will allow you to arm.

2.5 Occupied Security Levels (Delayed or Instant) Mode

The Occupied Security mode allows you to arm predefined areas of your premises (such as exterior doors, windows, etc.) while the interior of the building remains occupied.

Two Occupied security levels are available:

- Delayed:** Select this feature when the premises are occupied and someone is expected to enter. When the assigned delay door is opened, an "entry delay" time begins, allowing the user ample time to enter the proper code into the keypad. The keypad beeps during this time, reminding the user to enter a code.
- Instant:** Select this feature when the premises are occupied, and no one else is expected to enter. If someone does enter through the delay door (or other predefined areas of your premises) an alarm is immediately sent to the monitoring console.

2.6 Occupied Mode

1. Press *ENTER*. Keypad Displays: "READ IN BADGE OR KEY IN CODE FOR SYSTEM MENUS."

2. Press *ENTER* while the cursor is pointing to "OCCUPIED MODE."

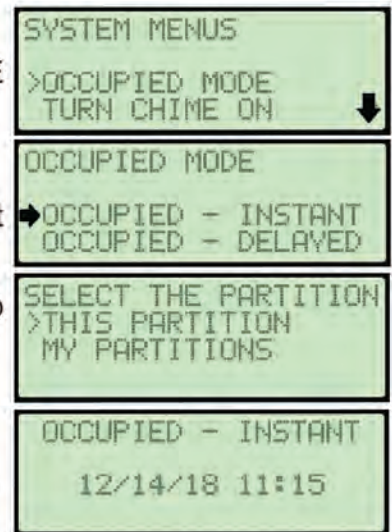
3. While displaying "OCCUPIED MODE," use navigation buttons to select either "OCCUPIED - INSTANT" or "OCCUPIED - DELAYED."

4. While displaying "SELECT THE PARTITION," use navigation buttons to select either "THIS PARTITION" or "MY PARTITIONS" and press *ENTER*.

5. Keypad briefly displays "PLEASE WAIT WHILE ARMING..." When armed, displays "OCCUPIED - INSTANT or OCCUPIED - DELAYED."

! XXX SEC TO EXIT will only display if the OCCUPIED - DELAYED has been selected/optioned.

6. For Disarming from Occupied Mode, see Section 2.2.

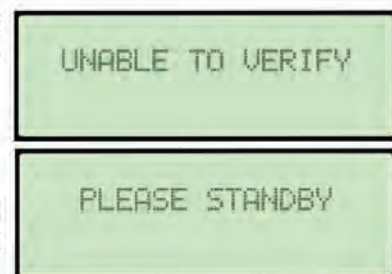


2.7 Invalid Keypad Entry

When prompted to enter your Access Code, the screen does not change until after you have pressed *ENTER*. If an invalid code is entered, the screen will display the following message: "UNABLE TO VERIFY"

Press the *<CLR (back)* button to return to the Armed, Disarmed, or Occupied default screen.

Three attempts to enter a valid code are allowed, then the keypad will display message: "PLEASE STANDBY." The user interface will be locked out for two minutes.



2.8 Emergency 911 and Duress Codes

1. If 911 option is enabled, the user can press 911 and then press *ENTER* if there is an emergency situation.

 Pressing 911 will NOT contact the Police Department. However, it will send an Emergency Duress Alarm to the Central Station, and activate audio (if optioned).

 911 will NOT be enabled for UL Listed Applications.

2. If a Duress Code feature is enabled, the user can press the *ARM/DISARM* button enter the duress code and press *ENTER* to alert the monitoring center of duress AND while changing the state of the partition from ARMED to DISARMED or from DISARMED to ARMED.

3. If a duress situation occurs and you do not want the partition's state to change, the user can just enter the duress code and press *ENTER*. The Monitoring Center will be alerted of the duress but the partition will remain in its current state.

2.9 Accessing the System Menus

1. With the keypad displaying "DISARMED" or "OCCUPIED - INSTANT" or "OCCUPIED - DELAYED", key in your access code and press the *ENTER* or for Enhanced keypads, you can swipe your access card or keyfob. The system menus will then be displayed.

2. Use the navigation buttons to scroll through the various menus and press *ENTER* to make your selection.

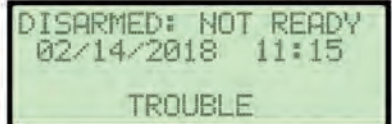
2.10 Keypad Fire Status

When communications between Keypad and the system are down, the keypad will annunciate and will display as shown.

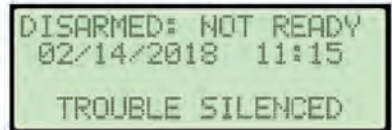
Keypads will display "TROUBLE" on all fire alarms and troubles. Keypads will display "TROUBLE SILENCED" if a trouble exists and the user has silenced the keypad using a valid user code. After silencing the keypad, if the trouble persists, the keypad will re-annunciate in 23 hours. If the trouble restores, the keypad will return to its default screen where no text appears on the last line of the keypad display.



```
KEYPAD COMMS DOWN
CONTACT TECH SUPPORT
```



```
DISARMED: NOT READY
02/14/2018 11:15
TROUBLE
```



```
DISARMED: NOT READY
02/14/2018 11:15
TROUBLE SILENCED
```

System Modes

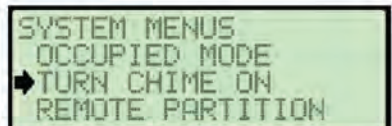
3.1 Chime Mode

When Chime Mode is enabled, the system will annunciate the violation of pre-selected devices while security is disarmed.

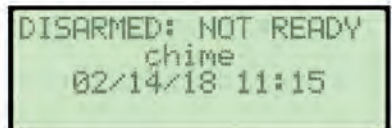
3.1.1 Enabling Chime Mode

1. Enter your Access Code and press *ENTER*.
2. In the SYSTEM MENUS, select TURN CHIME ON.
3. The screen will display:

 Keypad displays "CHIME" on the second line on the default screen when enabled.



```
SYSTEM MENUS
OCCUPIED MODE
TURN CHIME ON
REMOTE PARTITION
```



```
DISARMED: NOT READY
chime
02/14/18 11:15
```


3.1.2 Disabling Chime Mode

1. Enter your Access Code and press *ENTER*.
2. In the SYSTEM MENUS, select "TURN CHIME OFF."

```
SYSTEM MENUS
OCCUPIED MODE
➔ TURN CHIME OFF
REMOTE PARTITION
```

 Keypad will no longer display CHIME on the second line on the default screen.

3.2 Remote Partition

Use this selection to check or change the current status of any Partition (User permissions may limit the Partition selections available).

1. Press *ENTER*. Keypad Displays: "READ IN BADGE OR KEY IN CODE FOR SYSTEM MENUS."
2. Present a valid access card or key in your **access code** and press *ENTER*.
3. Use the navigation buttons to choose "REMOTE PARTITION" and press *ENTER*.
4. Use the navigation buttons to view the current status of each Partition.
5. To change the current security level status of a specific Partition, select the Partition to be changed and press *ENTER*.

```
READ IN BADGE OR
KEY IN CODE
FOR SYSTEM MENUS
```

```
SYSTEM MENUS
OCCUPIED MODE
TURN CHIME ON
>REMOTE PARTITION
```

```
SELECT PARTITION

>A           :DIS
B            :DIS
```

```
PARTITION A
➔DISARMED
OCCUPIED — INSTANT
```

3.2 Remote Partition (Continued)

 Keypad will return to the default screen after 10 seconds of inactivity.

A small "c" following the arm state indicator for each partition (any arm state) indicates chime is enabled for that partition.

```
SELECT PARTITION

>A           :DISc
B            :DIS
```

6. After selecting the partition where the keypad is located, choose an arming status:

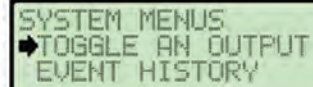
- DISARMED
 - Keypad will now show "DISARMED."
- OCCUPIED-INSTANT
 - Keypad will now show "PLEASE WAIT WHILE ARMING."
- OCCUPIED-DELAYED
 - Keypad will now show "PLEASE WAIT WHILE ARMING."
- ARMED
 - Keypad will now show "PLEASE WAIT WHILE ARMING."

 If the selected partition is remote, the system will return you to the Remote Partitions screen after the "PLEASE WAIT WHILE ARMING" message with the partition status updated.

 The new arm state will then be displayed unless there are violations. If there are violations, see section "Problems Arming Your System". If there were no violations, a countdown will begin and the Keypad will display "XXX SEC TO EXIT," if OCCUPIED - DELAYED or ARMED was selected.

3.3 Toggle An Output

Toggle an output gives a user the ability to turn an already programmed Auxiliary Output ON and OFF. The purpose of "TOGGLE AN OUTPUT" is to allow "Master" level users to toggle Aux Output ON (apply power) and OFF (remove power). This feature is used for specific requirements or custom applications.

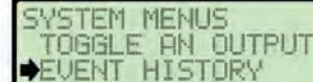


```
SYSTEM MENUS
▶TOGGLE AN OUTPUT
EVENT HISTORY
```

3.4 Event History

 Master User Level Required

1. Use the navigation buttons to select "EVENT HISTORY" and press *ENTER*.
2. Use the navigation buttons to scroll through the recent event history.
3. Press *ENTER* on a particular event to get a detailed description.
4. Press <CLR button to exit.



```
SYSTEM MENUS
TOGGLE AN OUTPUT
▶EVENT HISTORY
```

3.5 Using Keypad as an Access Control Reader

The LED Light Bar on the keypad will be red when the door is locked, green when the door is unlocked, and amber when either a card is swiped that does not exist in the system or the user does not have authority.

 Keypads used as Access Control keypads are unable to access system menus.

 Keypads used as Access Control keypads can only be used as entry keypads and not exit.

3.5 Using Keypad as an Access Control Reader (*Continued*)

1. For access through a door using a keypad for access, the user should either enter their access code and press *ENTER* or swipe their card. Upon verification, the door can be opened.
2. If 911 is enabled, the user can press 911 and then press *ENTER* if an emergency occurs
3. If a duress code is enabled, the user can press the *ARM/DISARM* button enter the duress code and press *ENTER* to alert the Monitoring Center of duress while changing the state of the lock associated with the keypad from locked to unlocked.

3.6 Download Request Code (*For Fire Communicator Only*)

1. If the FlexIP system is operating as a fire alarm communicator a Download Request must be initiated from the keypad when communication information or fire alarm point configuration has been changed.
2. When a Download Request code is required, enter the unique 1-8 digit download request code, then press *ENTER*. (This is not the same as your Access Code)

False Alarms

The majority of False Alarms reported are user error, mainly forgetting to disarm the system. Be sure to train everyone who may be using your system, such as employees, cleaning staff or real estate agents on the proper use of your security system.

4.1 Methods to avoid false alarms

Before activating/arming your system:

- Turn off all noise sources - radios, compressors, televisions, printers, etc.
- Lock all protected doors and windows.
- Keep banners/signs, balloons and fan heaters away from areas protected by motion sensors.
- Know how to cancel the alarm if the system activates.
- Allow Sonitrol technicians to check and service your system regularly. Routine maintenance can help prevent many false alarms from occurring.
- Notify Sonitrol immediately if you think your system is not working.
- Make sure everyone who uses your security system understands how it works. Anyone who has a key to your facility should know how to operate your system.

4.2 What if my alarm goes off accidentally?

A False Alarm can occur at any time. However, your system's configuration will also play a role in determining which alarms can be transmitted to the monitoring console at a given time. Please review "Section 1.4 Security Levels" for a better understanding of the monitoring status of each level.

- Determine if there really is an actual break-in, or just a malfunctioning device.
- Don't panic - remember your Access Code.
- If the alarm was accidental (while in the Arm or Occupied State) disarm your system.
- Carefully press each number of your code. Practice, be prepared to disarm your system.
- After you've disarmed the system, call Sonitrol to report the accidental activation.
- If your Sonitrol system is tying up your phone line, wait several seconds and try again or use an alternate phone.
- Don't leave your facility until you've spoken with Sonitrol personnel.

4.3. Recommendations to prevent False Alarms

- Rehearse alarm cancellation with anyone who might use your system.
- Make sure that anyone with a key to your facility knows how to operate your system.
- Inform all users who to call when the alarm activates.
- Keep your Sonitrol *System User's Guide* and phone numbers handy.
- Cancel all alarms that don't need emergency response.

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FCC

This product has been evaluated and complies with all A.C.T.A. requirements specified in 47 CFR part 68 Telecommunications and Telephone Terminal Equipment.

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