

mi64

User Manual



Contents

1	Introduction to the mi64	5
2	Understanding the mi64 Keypad.....	6
3	Your System Information	10
4	Using this Manual	12
5	Arming your System.....	13
6	Bypassing Zones	19
7	Disarming the System.....	20
8	Viewing the Partition Memory	21
9	Emergencies.....	22
10	User Codes.....	25
11	Home Profiles: Home and Warning Zones.....	50
12	Troubleshooting	55
13	Contact Information	58

Figures and Tables

Figure 1: The Keypad.....	7
Table 1: User Code, Programmable options	35
Table 2: User Type Values as used under [P2]	36
Table 3: Programming Page Functions.....	36

Glossary

Arm	To set your system into Armed Mode. If the alarm system is armed and a zone is violated, an alarm condition will be activated and your monitoring company (if applicable) will be notified.
Bypassed	This zone is deactivated. When the alarm system is armed and a bypassed zone is violated, it will be ignored.
Chime Zone	This is a zone which when activated while the alarm system is not armed will cause the keypad to beep.
Entry/Exit Zone	This is a zone through which you will enter or exit once you have armed your alarm. The entry/exit delay will give you time to enter or exit before the system is armed or an alarm is triggered.
Follower Zone	This zone may be violated after the entry/exit zone during the entry delay or, may be violated before the entry/exit zone during the exit delay without causing an alarm.
Home or Stay Arm	Home arming is used when arming the alarm system while the premises remain occupied. This mode is activated using the Home 1 or Home 2 keys to arm the premises.
Home Zones	These zones are automatically bypassed when the alarm system is "home armed".
Partition	A group of zones which will be armed or disarmed without affecting other zones e.g. A main dwelling (partition 1) which includes some zones and a guest cottage (partition 2) which includes other zones. The main dwelling may be armed without arming the guest cottage.

Warning Zone	When home armed an activated warning zone will beep. You will then have a set time (programmable) to enter a valid user code before an alarm is activated.
Zone	This is an area of your premises which is monitored by sensors or detectors.

1 Introduction to the mi64

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

You mi64 alarm system is configurable to cater for various and changing needs. Please discuss your requirements with your installer to ensure that your arm system is configured to suit your lifestyle.

The mi64 alarm system will consist of a mi64 control panel, optional keypads and expansion modules, sensors and detectors. Your mi64 control panel is contained within a closed plastic enclosure. This contains no user serviceable parts and should only be opened by the installer or a service professional. If one or more keypads are installed all user functions may be programmed via these keypads.

The mi64 alarm system provides remote control functionality via the miApp web application. This may be accessed at www.mialarm.co.za.

Below are a few helpful notes to ensure that your mi64 is used properly:

- Before operation please read this manual carefully and keep it in an accessible place.
- The mi64 should only be installed and serviced by a qualified professional. They will assist you with how to use the system and the protection that it provides.

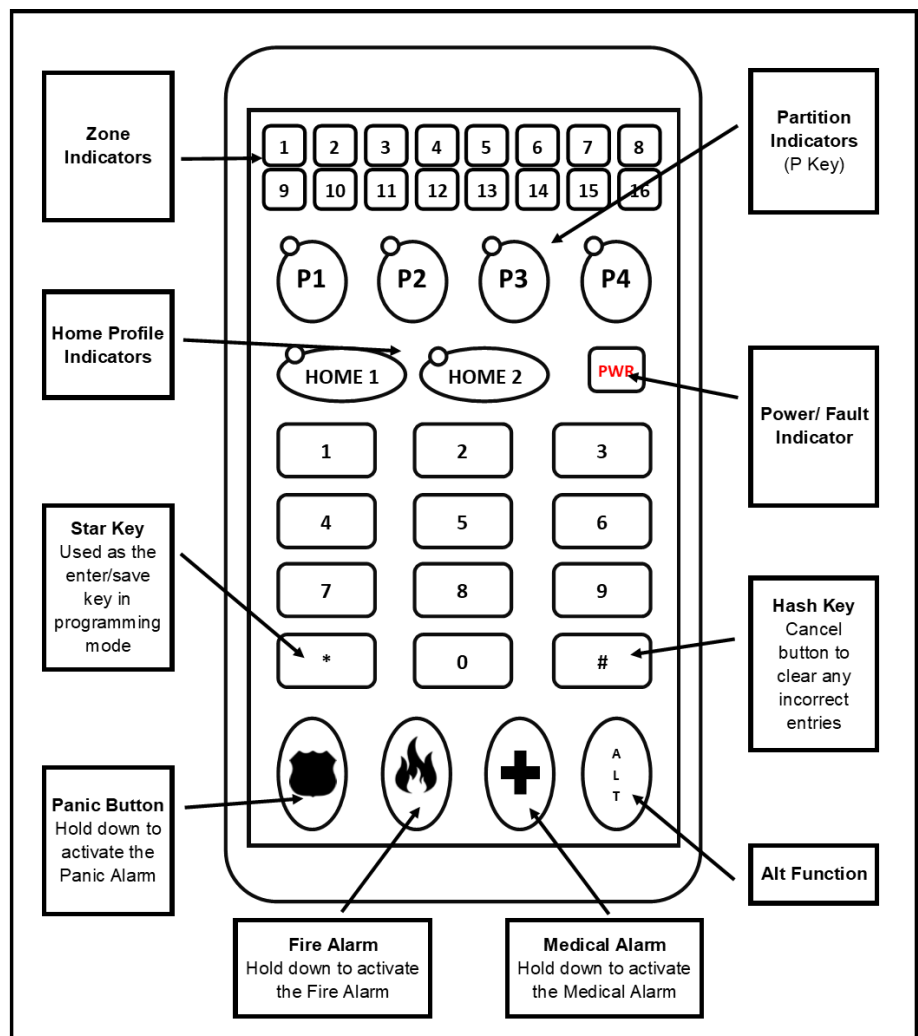
- Your mi64 alarm system should be tested regularly. Before testing notify your monitoring company.
- DO NOT disconnect the AC power. The backup battery is not a permanent power source. The battery will power your mi64 for a period in the event of an AC power failure. The time period will depend on the system configuration and installed options. If the battery discharges fully your mi64 will shut down.
- The mi64 cannot prevent emergencies. Its function is to alert you and your monitoring company of an emergency situation.
- Fire and alarm sensors may not detect all fire/alarm situations, so please take sensible precautions and discuss these limitations with your installer.
- Two versions of the keypad are available for the mi64, a modern soft touch key and a traditional rubber button version. The layout and operation of both keypads are similar. The soft touch key only requires the lightest touch to operate and does not require a press.

2 Understanding the mi64 Keypad

The gateway to your mi64 alarm system is the keypad/s. To ensure correct operation it is vital that you familiarise yourself with the correct use of the keypad.

By default, all keypads may view, arm, and disarm all partitions. Check the configuration of any installed keypads with your installer.

Figure 1: The Keypad



2.1 Understanding the Keypad Indicators

For the location of the indicators please see

Figure 1: The Keypad.

Power Indicator (PWR)

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

Home 1 and Home 2 Indicators

Green	You are viewing the profile that is illuminated green. The zone indicators will show the setup of the zones within this profile.
Red	The system is armed in the Home 1 or Home 2 profile.

Partition (P) Indicators

Bright Green	This is the active partition and it is ready to arm. The zone indicators for the zones belonging to this partition will be displaying their status.
Dim Green	The partition is available but is not the active partition. To view this partition, touch the associated [P] key, it will turn bright green.
Orange	Not ready to arm. A zone is violated.
Red	The partition is armed.
Flashing Orange	This partition is in entry/exit delay mode and will shortly arm or the alarm will activate at the end of the delay mode if a valid code is not entered.

Zone Indicators

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

The default setting for indicators 1-16 is to display zones 1-16, however this may be configured by an installer to display alternate zones. Please consult your installer regarding the indicator configuration.

2.2 Operating the Keypad

Keypad Functions:

- The keypad is used to send commands to the mi64 alarm control panel and display system and zone status.
- The keypad contains a buzzer, indicator LEDs, and entry command keys.
- If a “soft touch” keypad is installed it is not necessary to press the key. A light touch of the key will register a key press. A key “press” is acknowledged by a short beep
- The keypad/s (you may have more than one) will be mounted within your premises, usually in your entry/exit zones.
- Keypads are programmed to “sleep” after a period of inactivity. All indicators with exception of the power and partition indicators will extinguish. To “wake” the keypad touch any key. The period of inactivity is programmable and may be disabled.
- The keypad will detect low light levels and provide backlighting for easy use. In addition, all the LEDs will be dimmed.
- Violation of a sensor or detector in armed mode will cause the corresponding zone indicator to flash and the keypad to beep until the fault is cleared.
- To mute the keypad hold [ALT] key, wait for a long beep, then touch [MEDICAL] once. Key-touch beeps will remain unaffected. Repeat to unmute.

The keypad will beep when:

- Any key is touched (short beep).
- Arming the panel (long beep).
- The panel is armed, and a zone is violated (continuous beep, until [#] is touched or the system is disarmed).
- An incorrect keypad entry is made (three beeps).
- A fault condition, such as AC fail or low battery, has occurred (double beep with a pause). This beep will only sound if the installer has enabled the display of the fault conditions. The keypad fault beep may be disabled.

3 Your System Information

Please check with your qualified installer which of the functions have been enabled for your system.

- Quick Away Arm
- Quick Home Arm
- Arm with Entry/Exit Zones violated
- Home 1 Arm
- Home 2 Arm
- Forced Arming
- Siren Sound on Arm/Disarm
- Panic Alarm
- Fire Alarm
- Medical Alarm
- Chime Zones
- Buzz Zones
- Zone Tamper Monitoring
- Arm with Remote Control or Key-switch
- Exit Delay with Remote Control or Key-switch

3.1 User Codes

Your mi64 allows various user profiles. This means that each user may have different permissions assigned to them. A Master User may add users and arm/disarm the entire system, whereas a Normal User may only arm/disarm the partitions to which they are assigned i.e. an employee may be provided with a code that disarms/arms outside sensors, but will have no control over internal sensors. For more information about user codes see section 10.

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

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

20	Duress Code:		
----	---------------------	--	--

3.2 Zone Descriptions

A basic mi64 alarm installation provides for 16 zones. With the addition of expanders and keypads up to 64 zones may be provided. Your installer should complete this table for you.

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

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

4 Using this Manual

This manual is a comprehensive guide to your mi64 alarm system. Many functions are optional. It is important to discuss the various features with your installer to ascertain which features and functions have been enabled.

A few conventions used in this manual and the mi64 are as follows:

- Items described in square brackets donate a key entry i.e. [1] is the 1 key
- Generally, the * key is an enter key
- The # key is a back space or exit key
- References to P keys are the partition keys i.e. [P1], [P2] etc
- Where a reference is made to a “page”, pages are accessed using the partition keys.

5 Arming your System

Depending on how your alarm has been installed and configured there are several ways to arm the system.

5.1 Away Arm

When	When leaving the premises, and no one is remaining on site/at home.
How	<ul style="list-style-type: none">• Select the partition to be armed by touching the relevant [P] key.• Touch [#] and then [USER CODE].• Leave via the entry/exit route and exit zone.
Step-by-step	<ul style="list-style-type: none">• Ensure the partition/s you want to arm are ready to arm (illuminated green). If not check that all monitored windows and doors are closed.

	<ul style="list-style-type: none"> • Select the partition to be armed by touching the relevant [P] key. • Touch the [#] key to clear any key entries. • Enter a valid [USER CODE]. If you make any mistakes, touch [#] and re-enter the code. • The keypad will beep, and the relevant partition indicator will flash orange for the duration of the entry/exit delay. • Depart via the entry/exit route. • The panel will arm at the end of the entry/exit delay, and the keypad will sound a long beep.
Note	<p>The user code being used must be assigned to the partition you wish to arm, see section 10.6</p> <p>If you do not violate the entry/exit zone during the entry/exit delay the panel will arm in Home 1.</p>

5.2 Quick Arm Away (Optional)

When	When leaving the premises, and no one is remaining on site/at home. The system will not record which user armed the system.
How	<ul style="list-style-type: none"> • Hold down the relevant [P] key for 3 seconds to arm that partition. • Leave via the entry/exit route and exit zone.
Step-by-step	<ul style="list-style-type: none"> • Ensure the partition/s you want to arm are ready to arm (illuminated green). If not check that all monitored windows and doors are closed.

	<ul style="list-style-type: none"> • Touch the [#] key to clear any key entries. • Hold down the [P] key for the partition you want to arm. • The keypad will beep, and the relevant partition indicator will flash orange for the duration of the entry/exit delay. • Depart via the entry/exit route. • The panel will arm at the end of the entry/exit delay, and the keypad will sound a long beep.
Note	If you do not violate the entry/exit zone during the entry/exit delay the panel will arm in Home 1 mode.

5.3 Home Arming

The mi64 allows for two different programmable home profiles. The following is an example of the applications of these various Home profiles. Early evening whilst active in your home - Home 1 profile could be used, which arms external doors and outdoor detectors but not internal motion detectors. When everyone goes to bed Home 2 profile is activated, which would additionally arm the internal motion detectors in areas that you do not use such as the lounge, TV room, kitchen etc. as well as external doors and outdoor detectors.

When	Arming the mi64 alarm whilst the premises are occupied.
How	<ul style="list-style-type: none"> • Hold down the relevant [HOME] key to arm that home profile. • Once the system is armed it is possible to change between Home 1 profile and Home 2 profile by touching the alternate [HOME] keys.

Step-by-step	<ul style="list-style-type: none"> • Check that all monitored windows, doors, etc are closed. • Touch the [#] key to clear any key entries. • Hold down the relevant [HOME] key to arm that home profile. • The keypad will beep, and the home indicator will turn red. All zones programmed as home zones will bypass and will be indicated by an illuminated zone indicator.
Note	<p>The functionality and the zones contained within the Home 1 and Home 2 profiles will be dependent on how the system has been installed. Consult your installer and note which are your home zones. These may be modified by a Master User - refer to section 11.</p>

5.4 Arming with a Remote Control (Optional)

If remotes or key-switches have been installed, they may be used to arm the system. The default configuration for remote buttons is RED (button 1) Arm partition 1, GREEN (button 2) Disarm partition 1, BLUE (button 3) Not used, YELLOW (button 4) Home 1 arm Partition 1. The configuration of these buttons may be changed. Consult your installer with respect to the function of the remote buttons.

When	To arm the panel in either away mode or Home 1 mode. (Assuming a default remote button setup.)
How	<ul style="list-style-type: none"> • Press the relevant button on the remote to arm the corresponding profile. • On successful arm the remote will receive confirmation from the mi64 causing the remote indicator to flash green.

Step-by-step	<ul style="list-style-type: none"> • Ensure the home profile or partition/s to arm are ready to arm, no zones are flashing. If not ready, check all monitored windows and doors are closed. • Press the relevant button on the remote to arm the corresponding profile. • The keypad will beep, and the home indicator will turn red. All zones programmed as home zones will bypass and will be indicated by an illuminated zone indicator. • On successful arm the remote will receive confirmation from the mi64 causing the remote indicator to flash green.
---------------------	--

5.5 Arm to Disarm Code (Optional, see user code setup)

An arm to disarm code may be used to disarm the alarm system only if the same arm to disarm code was used to arm the alarm. If any other code is used to arm the alarm this code will not disarm the alarm.

When	You may wish to give access to your property at a specific time, but not general access e.g. workmen may be given an arm to disarm code if occasional access to the premises is required. Unless the panel was armed using this code, they will be unable to disarm the alarm.
How	<p>To Arm:</p> <ul style="list-style-type: none"> • Touch [#]. • Then enter [ARM TO DISARM CODE]. • Leave via the exit zone. <p>To Disarm:</p>

	<ul style="list-style-type: none"> • Touch [#]. • Enter the same [ARM TO DISARM CODE] used to arm or any other valid user code.
Step by Step	<ul style="list-style-type: none"> • Ensure the partition/s you want to arm are ready to arm (Partition indicator illuminated green). If not check that all monitored windows and doors are closed. • Touch the [#] key to clear any key entries. • Enter a valid [ARM TO DISARM CODE]. • The keypad will beep, and the partition indicator will flash orange for the duration of the entry/exit delay. • Leave via the entry/exit route. • The panel will arm at the end of the exit delay. The keypad sounds a long beep. • To disarm enter a valid [USER CODE] or the same [ARM TO DISARM CODE] used to arm the panel.
Note	<p>The arm to disarm code will only disarm the system if you have armed the system with the same code. You cannot use the remote for this function. Make sure you only use the arm to disarm code when you want someone else to be able to enter the premises.</p>

5.6 Auto Arming (optional)

Your system may be set to auto arm at a preprogrammed time on preprogrammed day/s. If this function is required, please consult your installer.

5.7 Arming with Entry/Exit or Follower Zones Violated (optional)

Your installer may have programmed the system to allow arming with entry/exit and follower zones violated. This means you may arm with the front door or follower zone open.

If enabled, and the partition indicator is illuminated green, arm as normal by entering a valid [USER CODE].

5.8 Forced Arming (optional)

If enabled by your installer, you will be able to arm the system if there are violated zones. If the violated zone is then cleared while in armed mode, it will be monitored as normal e.g. if you have an open monitored window near your front door, you could arm the panel then close the window on your way out. The window would then be monitored as normal. If you didn't close the window the zone will automatically bypass at the end of the exit delay.

6 Bypassing Zones

When	When you wish to arm a partition or home profile, but not all the zones contained within it. For example, you may have an obstruction causing an outside sensor to activate thereby causing a false alarm or have someone working late in a section of the premise that is usually armed in Home1.
How	<ul style="list-style-type: none">• Hold down the [ALT] key.• Touch [9].• Touch the number of the [ZONE] to be bypassed.• Touch [*].
Step-by-step	<ul style="list-style-type: none">• Touch [#] to clear any key entries.

	<ul style="list-style-type: none"> • Make sure you have selected the home profile or partition in which you want to bypass a zone. Do this by touching the [HOME1/2] key or the relevant [P] key. The profile you are editing will be illuminated bright green. • Hold down the [ALT] key until you hear a long beep. • Touch the [9] key, you will hear a beep. • Touch the number of the [ZONE] you wish to bypass. • Touch [*] to save. The zone indicator will have turned red. • To un-bypass a zone. Select the [ZONE] you want to change. • The zone indicator will have extinguished. • Touch [*] to save. • Touch [#] to exit and return to normal keypad functions.
Note	This may only be done by users who have been assigned a Master Code. Remember, if bypassing a zone due to a fault, ensure it is fixed to allow your system to function correctly.

7 Disarming the System

When	You have returned to your home or business and the system has previously been armed.
How	<ul style="list-style-type: none"> • Touch the [#] key. • Enter a valid [USER CODE].

Step-by-step	<ul style="list-style-type: none"> • Enter via an assigned entry door. Any other entry point will cause an alarm. • As you enter via the entry zone, the entry delay will commence and your keypad will beep. • Touch the [#] key to clear any unintended entries. • Enter a valid [USER CODE] during the entry delay period. • If a correct code is entered, the system will disarm. • If an incorrect code is entered, the keypad will beep three times (error beep). Touch [#] and re-enter the correct code. • If no valid user code is entered by the end of the entry delay, the alarm will sound, and your monitoring company will be notified.
Note	<p>If you make a mistake when entering the code. Touch [#] to clear your entry and start again.</p> <p>If the alarm is sounding when you arrive, or the partition indicator is flashing there has been a violation. There could still be an intruder on the property. Do not enter, call for assistance.</p>

8 Viewing the Partition Memory

When	<p>When an alarm is registered, the siren will sound, the partition indicator for the partition in which the alarm occurred will flash red, and flashing zone indicators will indicate which zones were activated. Once the alarm is cancelled by</p>
-------------	---

	<p>entering a valid user code, the keypad will return to its normal state.</p> <p>If you wish to check which zones were violated, you can do this via the partition memory.</p>
How	<p>Once you have disarmed the panel:</p> <ul style="list-style-type: none"> • Touch the [P] key for the required partition. • Touch [ALT]. • Then [0].
Step by Step	<ul style="list-style-type: none"> • Disarm the system using a valid [USER CODE] for the partition that caused the alarm. • Touch the [P] key. • Touch [ALT] • Touch [0] • The zone indicators for the zones that were violated will now be flashing. • To exit view mode touch [#].
Note	<p>The partition memory will be erased the next time the system is armed.</p>

9 Emergencies

Your keypad has three emergency keys:

- Panic – Blue shield
- Fire – Orange flames
- Medical – Red cross

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

9.1 Panic Alarm

When	There is an emergency and you require help from your monitoring company's response team.
How	<ul style="list-style-type: none">• Hold down the [PANIC] key.
Step-by-step	<ul style="list-style-type: none">• Hold down the [PANIC] key on the keypad. A panic alarm will be activated and reported to your monitoring company.• Any fixed panic buttons or remote panic buttons may also be pressed to activate the panic alarm.• Depending on the how the installer has programmed your system, the panic could cause a siren to sound or remain silent and just a panic activation will be communicated.• When activated from the keypad you will hear a long beep.• If the siren is sounding, you can silence it by entering a valid [USER CODE].
Note	<p>Touch this key only when an EMERGENCY RESPONSE is required.</p> <p>Make sure your whole family/staff know where any fixed panic buttons are installed. If you are unsure, please ask your installer.</p>

9.2 Fire Alarm

When	There is a fire situation and you require help from your monitoring company's response team.
How	<ul style="list-style-type: none">• Hold down the [FIRE] key.

Step-by-step	<ul style="list-style-type: none"> • Hold down the [FIRE] key on the keypad. A fire alarm will have activated and been reported to your monitoring company. • A fire alarm can also be triggered by smoke or heat sensors that have been installed and connected to the system. • The siren will sound, and the keypad will beep continuously. • You can silence the siren by entering a valid [USER CODE].
Note	<p>Having heat and smoke detectors will not prevent fires. Please take precautions.</p> <p>Touch this key only when a FIRE RESPONSE is required.</p>

9.3 Medical Alarm

When	There is a medical emergency and you require help from your monitoring company's response team.
How	<ul style="list-style-type: none"> • Hold down the [MEDICAL] key.
Step-by-step	<ul style="list-style-type: none"> • Hold down the [MEDICAL] key on the keypad. A medical alarm will be activated and been reported to your monitoring company. • The keypad will sound a long beep to show that the medical alarm has been activated.
Note	Use this key only when an URGENT MEDICAL RESPONSE is required.

9.4 Duress Code (Optional, see user code setup)

When	This should be used in the situation when an intruder forces you to disarm the panel under 'duress'.
How	<ul style="list-style-type: none">• Touch the [#] key.• Enter the [DURESS CODE].
Step-by-step	<ul style="list-style-type: none">• Touch the [#] key to wake up the system and clear any unintended entries.• Enter the valid [DURESS CODE].• If a correct code is entered, the system will disarm normally, however a duress alarm will be reported to your monitoring company. This will alert your alarm company and activate an appropriate response.• If you have entered an incorrect code, the keypad will beep. Touch [#] and re-enter the correct code.
Note	<p>Only use in an emergency situation.</p> <p>The Duress Code will be programmed by your installer and should be easy to remember for your whole family/staff.</p>

10 User Codes

Up to 64 users are supported by the mi64. User codes must be 4 digits long.

A Master User may:

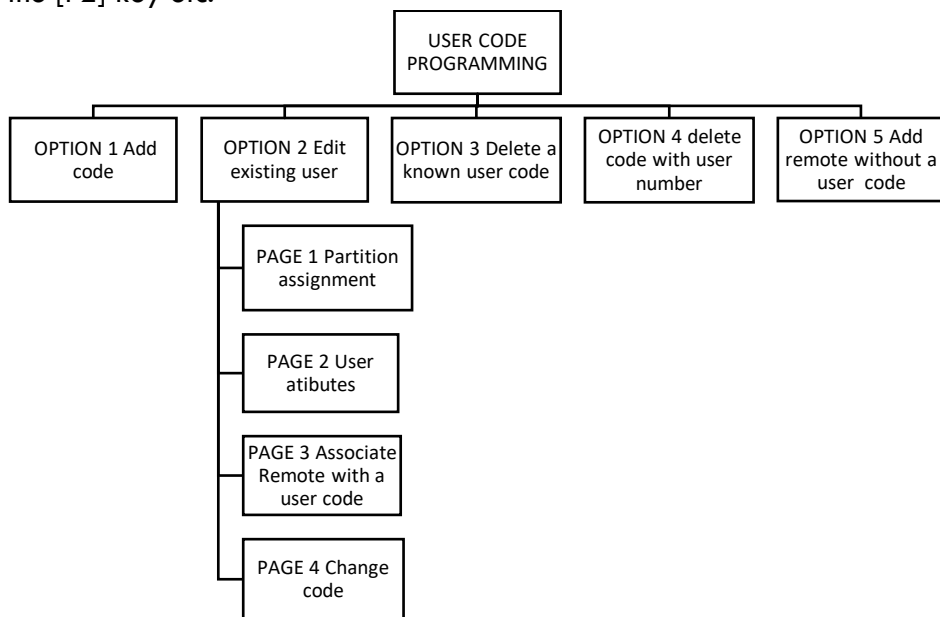
- 1 Add user codes.
- 2 Edit user codes.
- 3 Delete a known user code.

- 4 Delete a user code where only the user number is known i.e. the 4-digit user code is unknown.
- 5 Add a remote or key FOB without adding a 4-digit user code.

Each user may be assigned to one, or any combination of partitions.

By default, all codes will be assigned to one partition only.

The following organogram will help to understand the sequence required to program user codes and attributes. Pages are selected using the [P] keys, i.e. page 1 is selected using the [P1] key and page 2 the [P2] key etc.



10.1 Adding User Codes (option 1)

NOTE: A new user code is only added to the currently selected partition. Selecting the required partition is achieved by touching the appropriate partition key.

After adding a user code, it is important to check that the user code functions and partition assignments are correctly set. To edit user code functions, refer to section 10.6

<p>When</p>	<p>This should be used by a Master User to add new users. NOTE: If the master user code being used is not assigned to a particular partition user codes may not be assigned to that partition.</p> <p>The default master user code is assigned to all partitions.</p>
<p>How</p> <p>Select partition [ALT][*][MASTER CODE][*] long beep [1][*] long beep [NEW CODE][*] long beep [#][#]</p>	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Select the required partition by touching the appropriate partition key [P1],[P2] etc. • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [1] (add a new code option) followed by [*]. • Enter the [USER CODE] followed by [*]. If additional user codes are required enter the next code followed by [*] and the next etc. Alternately touch [#] to exit.
<p>Example 1</p>	<p>Add user code 5678 to partition 1. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions • Touch [P1] to select partition 1. • Touch [ALT] then [*].

	<ul style="list-style-type: none"> • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds. • Touch [1] followed by [*]. The partition status indicators will illuminate - green, orange, orange, green. • Enter the new code [5][6][7][8] followed by [*]. The keypad will beep for 2 seconds. • Touch [#] to exit this mode. <p>User code 5678 has now been successfully added to partition 1!</p>
Example 2	<p>Add user code 9876 to partition 3. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P3] to select partition 3. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds. • Touch [1] followed by [*]. The partition status indicators will illuminate - green, orange, orange, green. • Enter the new code [9][8][7][6] followed by [*]. The keypad will beep for 2 seconds. • Touch [#] to exit this mode. <p>User code 9876 has now been successfully added to partition 3!</p>

Note	Keep an updated list of all users and if possible, their user codes.
-------------	--

10.2 Editing User Properties of Existing User Code (option 2)

NOTE: A new user code is only added to the currently selected partition.

After adding a user code, it is important to check the user code functions are correctly set. This option allows editing user code properties which include:

- Assigning the code to one or more partitions.
- Changing user code attributes for i.e. a master user code, arm to disarm code etc.
- Associating a remote to a user code.
- Changing a user code.

For details refer to section 10.6.

When	To be used by a Master User to change properties of an existing user code. NOTE: If the master user code being used is not assigned to a particular partition user codes assigned to that partition may not be edited by that master user. The default master user code is assigned to all partitions.
How	<ul style="list-style-type: none"> • See section 10.6

10.3 Deleting a Known User Code (option 3)

NOTE: Deleting a user code deletes it from all partitions.

When	To be used by a Master User to delete a known user code. NOTE: If the master user code being used is not assigned to a particular partition user
-------------	--

	<p>codes assigned to that partition may not be deleted by that master user.</p> <p>The default master user code is assigned to all partitions.</p>
<p>How</p> <p>Select partition [ALT][*][MASTER CODE][*] long beep [3][*] long beep [CODE TO BE DELETED][*] long beep [#][#]</p>	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Select the required partition by touching the appropriate partition key [P1],[P2] etc. • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [3] (delete known user code option) followed by [*]. • Enter the [ENTER THE USER CODE TO BE DELETED] followed by [*].
<p>Example 1</p>	<p>Delete user code 5678 assigned to partition 1. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P1] to select partition 1. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. • Touch [3] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will illuminate green, orange, orange, orange. • Enter the existing code [5][6][7][8] followed by [*].

	<p>The keypad will beep for 2 seconds.</p> <ul style="list-style-type: none"> • Touch [#] to exit this mode. <p>User code 5678 has now been successfully deleted!</p>
Note	Keep an updated list of all users and if possible, their user codes.

10.4 Deleting an Unknown User Code (option 4)

User code numbers start at 1 and automatically increment each time a user is added. The panel is supplied from the factory with a master user code of 1234 with user number 1. If the master user adds a new user, the new user will receive a user number of 2 etc. It can be difficult to establish the user number of a given user code if the user code is lost. This is best done in conjunction with your alarm company.

NOTE: Deleting a user code deletes it from all partitions.

When	<p>To be used by a Master User to delete an unknown user code. NOTE: If the master user code being used is not assigned to a particular partition, user codes assigned to that partition may not be deleted by that master user.</p> <p>The default master user code is assigned to all partitions.</p>
How Select partition [ALT][*][MASTER CODE][*] long beep [4][*] long beep [USER CODE]	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Select the required partition by touching the appropriate partition key [P1],[P2] etc. • Touch the [ALT] key followed by the [*] key.

NUMBER][*] long beep [#][#]	<ul style="list-style-type: none"> • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [4] (delete unknown user code option) followed by [*]. • Enter the [ENTER THE USER CODE NUMBER] followed by [*].
Example 1	<p>Delete user code 10 assigned to partition 1. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P1] to select partition 1. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. • Touch [4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will illuminate red, green, green, red. • Enter the user number [1][0] followed by [*]. The keypad will beep for 2 seconds. • Touch [#] to exit this mode. <p>User code number 10 has now been successfully deleted!</p>
Note	Keep an updated list of all users and if possible, their user codes.

10.5 Adding a Remote without assigning a User Code (option 5)

NOTE: A new remote is only added to the currently selected partition.

After adding a remote, it is important to check that the remote user functions and partition assignments are correctly set. To edit user remote functions, refer to section 10.6. Section 10.6 refers to adding or editing functionality to a user code. If a remote is being used, substitute any remote button press for entering of a user code.

<p>When</p>	<p>This should be used by a Master User to add new remotes. NOTE: If the master user code being used is not assigned to a particular partition, remotes may not be assigned to that partition.</p> <p>The default master user code is assigned to all partitions.</p>
<p>How</p> <p>Select partition [ALT][*][MASTER CODE][*] long beep [5][*] long beep. Press any button on the new remote [*] long beep [#][#]</p>	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Select the required partition by touching the appropriate partition key [P1],[P2] etc. • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [5] (add remote with no user code option) followed by [*]. • Press any button on the new remote followed by [*]. <p>If additional remotes are required press any button on the next remote. As many as required may be entered sequentially followed by [*] alternately touch [#] to exit.</p>

Example 1	<p>Add new remote without user code to partition 1. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P1] to select partition 1. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green. • Touch [5] followed by [*]. • Press any button of the remote to be assigned. The keypad will beep for 2 seconds. • Touch [#] to exit this mode. <p>The new remote has now been successfully added to partition 1!</p>
Example 2	<p>Add new remote without user code to partition 3. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P3] to select partition 3. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green. • Touch [5] followed by [*].

	<ul style="list-style-type: none"> • Press any button of the remote to be assigned. The keypad will beep for 2 seconds. • Touch [#] to exit this mode. <p>The new remote has now been successfully added to partition 3!</p>
Note	Keep an updated list of all users and if possible, their user codes.

10.6 Setting User Functions and Assigning Remotes to Existing User Codes

This section explains how to add functionality to a user code or assigning a remote to a user. By default, all newly created user codes and remotes added without a user code are normal users i.e. they are not master codes and are assigned to one partition only.

User code attributes are displayed and edited via 4 different 'programming pages'. These 'pages' are accessed by touching the corresponding P key i.e. Page 2 is accessed by touching [P2] and page 3 by touching [P3] etc. For a description of available options see table 2 below:

Table 1: User Code, Programmable options

Page or [P] option	Option
P1	Assign Partition to a user code
P2	Program user type, see table 2 below
P3	Associate remote with a user code
P4	Edit/change user code

Table 2: User Type Values as used under [P2]

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

Table 3: Programming Page Functions

Page	Function	Description	
1[P1]	Assigning partitions to a user code [ALT][*][MASTER CODE][*] long beep [2][*] long beep [CODE TO EDIT][*] long beep	When	This should be used by a Master User to add or remove user access to partitions. This is for both existing users and newly created users. NOTE: A master user code assigned to all partitions is required for this operation! The default master user code is assigned

	<p>[P1][PARTITION NUMBERS REQUIRED WITH [*] BETWEEN SELECTIONS][*] long beep [#][#]</p>		<p>to all partitions. If the master user code being used is not assigned to a partition, user codes within that partition can't be changed.</p>
		<p>How</p>	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [2] (edit user properties option) followed by [*]. • Enter the [USER CODE YOU WISH TO EDIT] followed by [*]. • Touch the [P1] key this selects the page which allows for user code partition assignment. (This page is displayed by default indicated by a flashing P1 indicator). • Make the selection/change followed by [*] to enter the selection.

			<p>Once the selection for this page is complete touch [*] again to enter the whole page. If it is not necessary to change the selection i.e. viewing the selection only, move to a new page by simply selecting the new page to be viewed/changed by touching the appropriate [P] key or touch [#] to exit.</p> <ul style="list-style-type: none"> • Upon completion touch [#] to exit.
		Example	<p>Assume a user code 5678 assigned to partition 1 and 2 is to be changed to partition 1, 3 and 4. i.e. removing partition 2 and adding partitions 3 and 4. Also assume the master code is the factory default code 1234 assigned to all partitions.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*].

			<p>The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green.</p> <ul style="list-style-type: none"> • Touch [2] followed by [*]. • Enter the code to be edited [5][6][7][8] followed by [*]. The keypad will beep for 2 seconds. • Touch [P1], zone indicators 1 and 2 will be illuminated indicating that the current selection is partition 1 and 2. • Touch [2] followed by [*] zone 2 will extinguish showing that partition 2 is now deselected. • Touch [3] followed by [*] then [4] followed by [*]. Zone indicators 1,3, and 4 will now be illuminated indicating partitions 1,3 and 4 have been selected.
--	--	--	---

			<ul style="list-style-type: none"> • Touch [*] to select the entire page. <p>Partition 1 was unchanged, partition 2 has now been removed and partitions 3 and 4 have been successfully added to the profile of user code 5678!</p>
2[P2]	<p>Change user type</p> <p>[ALT][*][MASTER CODE][*] long beep [2][*] long beep [CODE TO EDIT][*] long beep</p> <p>[P2][CODE TYPE FROM TABLE 2 PAGE 36][*] long beep [#][#]</p>	When	<p>This should be used by a Master User to add, remove or change user type or its attributes. See table 2. This is for both existing users and newly created users. NOTE: A master user code assigned to all partitions is required for this operation! The default master user code is assigned to all partitions. If the master user code being used is not assigned to a partition, user codes within that partition may not be changed.</p>
		How	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key.

			<ul style="list-style-type: none"> • Touch 2 followed by [*]. • Enter the [USER CODE YOU WISH TO EDIT] followed by [*]. • Touch the [P2] key to select the page which corresponds to change user code type or attributes. Selecting page 2 will be shown by the [P2] indicator flashing • Using table 2 make your selection/change followed by [*] to enter your selection. NOTE: Be careful when making this selection. Only the required selection must be indicated i.e. if you press [1][*][2][*][3][*] zone indicators 1,2 and 3 will be illuminated indicating that all 3 attributes are selected. This could lead to confusion. Ensure the unwanted attribute indicators are extinguished.
--	--	--	---

			<ul style="list-style-type: none"> Once the selection is complete touch [*] again to enter the whole page. Once the entire selection process is complete touch [#] to exit.
		Example 1	<p>Assume a newly created user code 5678 is to be changed to a master user code with global arm and disarm capabilities. Also assume the master code is the factory default code 1234 assigned to all partitions.</p> <ul style="list-style-type: none"> Disarm all partitions. Touch [ALT] then [*]. Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green. Touch [2] followed by [*]. Enter the code to be edited [5][6][7][8] followed by [*].

			<p>The keypad will beep for 2 seconds.</p> <ul style="list-style-type: none"> • Touch [P2], all zone indicators will be extinguished. • Touch [1] followed by [*] zone 1 will illuminate showing the code is now a master code. • Touch [4] followed by [*] zone indicators 1 and 4 will now be illuminated showing the code is now a master code and a global arm/disarm code. • Touch [*] to select the entire page. <p>User code 5678 is now a Master code with global arm and disarm capabilities!</p>
		Example 2	<p>Assume an existing user code 9876 is to be changed from a master user code with global arm and disarm capabilities to a duress code. Also assume the master code is the factory default code 1234 assigned to all partitions.</p> <ul style="list-style-type: none"> • Disarm all partitions.

			<ul style="list-style-type: none"> • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green. • Touch [2] followed by [*]. • Enter the code to be edited [9][8][7][6] followed by [*]. The keypad will beep for 2 seconds. • Touch [P2], zone indicators 1 and 4 will now be illuminated showing that code 9876 is a master code with global arm/disarm capabilities (see table 2). This is no longer required so it is necessary to turn these attributes off. • Touch [1] followed by [*]. • Touch [4] followed by [*].
--	--	--	--

			<ul style="list-style-type: none"> • All zone indicators will now be extinguished. A new selection may now be made. • Touch [2] followed by [*] to select the duress attribute (see table 2). Zone 2 indicator will illuminate showing the code is now a duress code. • Touch [*] to select the entire page. <p>User code 9876 is now a duress code and no longer a Master code with global arm and disarm capabilities!</p>
3[P3]	<p>Adding or “associating” a remote key FOB to a user code</p> <p>[ALT][*][MASTER CODE][*] long beep [2][*] long beep [CODE TO ASSOCIATE REMOTE][*] long beep [P3] press any button on remote [*] long beep [#][#]</p>	When	<p>This should be used by a Master User to add/associate a remote key FOB to an existing user code. Only 1 remote may be assigned per user code and only one user may be assigned to a remote.</p> <p>NOTE: A master user code assigned to all partitions is required for this operation! The default master user code is assigned to all partitions. If the master user code being used is not assigned to a partition, user codes within</p>

			that partition can't be changed.
		How	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [2] followed by [*]. • Enter the [USER CODE] to which the remote must be associated followed by [*]. • Touch the [P3] key to select the page which corresponds to associating/adding a remote key FOB to a user. Selection of this page is indicated by a flashing P3 indicator. • Press any button on a new remote i.e. a remote not used with this alarm touch [*]. The remote will now be associated with

			<p>that user code i.e. when that remote is used the alarm system will behave as if the code has been entered.</p> <ul style="list-style-type: none"> • Upon completion touch [#] to exit.
		Example	<p>Assume a master user code 1 234 is to have an associated remote. Also assume the master code is the factory default code 1 234 assigned to all partitions.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [ALT] then [*]. • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds and the partition status indicators will flash-green, orange, orange, green. • Touch [2] followed by [*]. • Enter the code to be edited [5][6][7][8] followed by [*]. The keypad will beep for 2 seconds.

			<ul style="list-style-type: none"> • Touch [P3]. • Press any button on the remote key FOB followed by [*]. • Touch [*] again to select the entire page. <p>The remote will now behave as per master user code 1234!</p>
4[P4]	<p>Changing an existing user code</p> <p>[ALT][*][MASTER CODE][*] long beep [2][*] long beep [CODE TO EDIT][*] long beep [P4][NEW CODE][*] long beep [#][#]</p>	When	<p>This should be used by a Master User to change an existing user code. NOTE: For this operation a master user code assigned to all partitions is required! The default master user code is assigned to all partitions. If the master user code being used is not assigned to a partition, user codes within that partition can't be changed.</p>
		How	<ul style="list-style-type: none"> • Make sure the panel is not armed (all partitions). • Touch the [ALT] key followed by the [*] key. • Enter a [MASTER USER CODE] followed by the [*] key. • Touch [2] followed by [*].

			<ul style="list-style-type: none"> • Enter the [USER CODE YOU WISH TO EDIT] followed by [*]. • Touch the [P4] key to select the page which corresponds to the page for changing the user code. • Key in the new user code followed by [*] to enter your selection and once the selection is complete touch [#] to exit. • It is then possible to move between pages by touching another [P] key. Once the entire selection process is complete touch [#] to exit.
		Example 1	<p>Change user code 5678 assigned to partition 1 to 4321. Assume the master code is the factory default code 1234.</p> <ul style="list-style-type: none"> • Disarm all partitions. • Touch [P1] to select partition 1. • Touch [ALT] then [*].

			<ul style="list-style-type: none"> • Enter the master user code [1][2][3][4] followed by [*]. The keypad will beep for 2 seconds. • Touch [2] followed by [*]. • Enter the existing user code [5][6][7][8] followed by [*]. The keypad will beep for 2 seconds. • Touch the [P4] key • Enter the new user code [4][3][2][1] followed by [*]. • Touch [#] to exit this mode. <p>User code 5678 has now been changed to 4321!</p>
--	--	--	---

11 Home Profiles: Home and Warning Zones

The mi64 provides two home profiles per partition (Home 1 and Home 2). Sometimes referred to as Stay Modes.

Violation of a zone programmed as a home zone will not activate an alarm while a partition is home armed i.e. home zones are automatically disabled when home armed. When the partition is armed, violation of a zone programmed as a warning zone will cause the keypad sounder to activate for a programmed period before triggering an alarm. If a valid user code is entered during the warning period, an alarm will not be registered. Please note that the warning zone function is only active when a partition is home armed.

11.1 How to Programme Home Zones

When	Adding to or remove home zones from a Home profile.
How	<ul style="list-style-type: none">• Touch [ALT].• Select the home profile to be edited by touching the appropriate [HOME 1 or HOME 2] key. Zones programmed as home zones will now be illuminated and any zone programmed as a warning zone will flash (see programming of warning zones in section 11.2)• Enter [ZONE NUMBER] you wish to assign or un-assign from the home profile followed by [*]. Selecting or deselecting zones is a toggle function. If a zone is selected (indicated by an illuminated zone number) and you wish to deselect it enter the zone number. The illuminated zone will then extinguish indicating that it has been deselected. NOTE: A zone programmed as a warning zone (flashing) may not be programmed as a home zone without first deselecting it (see programming of warning zones in section 11.2).• After selection of home zones Touch [#] to exit this mode.
Step by Step	<ul style="list-style-type: none">• Ensure the keypad is displaying the appropriate partition.• Touch [ALT] and then the appropriate home key [Home1] or [Home2].

	<ul style="list-style-type: none"> • The home key indicator will illuminate green, P1 status indicator will flash orange and P2, P3, and P4 will flash green indicating the selected home profile is ready for programming. • The zone indicators which are programmed as home zones will illuminate. Zone indicators corresponding to zones programmed as warning zones will be flashing. • Add and remove home zones from the profile by entering the [zone number] followed by [*]. • [#] to exit mode.
Note	You can only add/edit the home and warning zones from a keypad that is assigned to the partition that you wish to edit.

11.2 How to Programme Warning Zones

When	Adding to or remove warning zones from a Home profile.
How	<ul style="list-style-type: none"> • Touch [ALT]. • Select the home profile to be edited by touching the appropriate [HOME 1 or HOME 2] key. Zones programmed as home zones will now be illuminated and any zone programmed as a warning zone will flash. Touch [P2] Zones programmed as warning zones will now be illuminated and any zone programmed as home zones will flash. • Enter [ZONE NUMBER] you wish to assign or un-assign as a warning zone followed by [*].

	<p>Selecting or deselecting zones is a toggle function. If a zone is selected (indicated by an illuminated zone number) and you wish to deselect it enter the zone number. The illuminated zone will then extinguish indicating that it has been deselected.</p> <p>NOTE: A zone programmed as a home zone (flashing) may not be programmed as a warning zone without first deselecting it (see programming of home zones in paragraph 10.1).</p> <ul style="list-style-type: none"> • After selection of warning zones Touch [#] to exit this mode.
Step by Step	<ul style="list-style-type: none"> • Ensure the keypad is displaying the appropriate partition. • Touch [ALT] and then the appropriate home key [Home 1] or [Home 2]. • The home key indicator will illuminate green, Touch [P2] P1 status indicator will flash green, P2 will flash orange, P3 and P4 will flash green indicating the selected home profile is ready for programming of warning zones. • The zone indicators which are programmed as home zones will be flashing. Zone indicators programmed as warning zones will be illuminated. • Add and remove warning zones from the profile by entering the [zone number] followed by [*]. • [#] to exit mode.

Note	You can only add/edit the home and warning zones from a keypad that is assigned to the partition that you wish to edit.
------	---

11.3 Chime Zones

When a chime zone is violated, the keypad will sound a 'beep' but will not report an alarm condition to your monitoring company. This happens when the panel is not armed. The keypad will continue to display the activated zone for 30 seconds after the event.

When	Make a zone a chime zone. Example, you may wish, while the panel is not armed, to sound an alert if a door is opened. This can be achieved by programming that door zone as a chime zone.
How	<ul style="list-style-type: none"> • Touch [ALT]. • Touch [2]. • Enter a [ZONE NUMBER] to assign or un-assign a Chime Zone. • Touch [*].
Step by Step	<ul style="list-style-type: none"> • Ensure the keypad is displaying the appropriate partition. • Touch [ALT] and then [2]. • Enter the [ZONE NUMBER] corresponding to the zone programmed as a chime zone. • Then [*]. • The zone indicator will illuminate. • A chime zone may be cleared in the same way, enter the zone number then [*]. • Touch [#] to exit the mode.

Note	You may only edit chime zones from a keypad that is assigned to the partition that you wish to edit.
------	--

12 Troubleshooting

Following are some simple trouble shooting tips. If you are unable to find a solution here, please contact your installer or monitoring company.

12.1 Fault Conditions

If a fault condition occurs your power indicator will flash red. You can view the fault. Depending on the fault you may be able to resolve it yourself. Alternatively, contact your installer/monitoring company.

When	Power indicator is flashing, and you wish to view the fault condition.
How	<ul style="list-style-type: none"> • Touch [ALT] then [7]. • An illuminated zone indicator/s will indicate the fault condition/s. • To identify the fault, refer to the table below.

12.1.1 Fault Indicators and what to do

Zone Status Indicator	Fault Conditions	Suggested Action
1	Siren Tamper	Contact your installer.
2	Auxiliary 12V Tamper	Contact your installer.
3	Box Tamper	Contact your installer.
4	AC Loss	Ensure the AC is connected and switched on. If the fault does not clear contact your installer.
5	Communication Fail	Contact your installer.
6	Low Battery	Ensure the AC is connected and switched on. If the fault does not clear contact your installer.
7	Device Tamper	Contact your installer.
8	Device Loss	Contact your installer.
9	Network Trouble	Contact your installer.

12.2 Problems with Arming

Problem	Suggested Action
The keypad beeps three times when entering a code.	Press [#] and re-enter a valid [USER CODE].
When attempting to arm a partition and the keypad beeps three times.	Make sure the partition indicator is illuminated green. If not check the zone indicators for violated zones. All zones indicators must be extinguished i.e. all monitored windows and doors

	must be closed. You may also bypass zones but be aware this may leave your premises vulnerable.
When attempting to arm using the Home 1 or Home 2 keys and the keypad beeps three times.	<p>Touch the required partition key and check the zone indicators to ensure that all zones that are not home zones are clear i.e. none of the zones are flashing red. If they are, ensure all monitored windows and doors are closed.</p> <p>You may also bypass zones but be aware this may leave your premises vulnerable.</p>
The siren sounds before you have exited.	If the exit delay doesn't allow enough time to leave, ask your installer to increase the timing. Also make sure you are exiting through an assigned exit zone, and not activating any sensors. If you regularly use a route to exit which is not assigned as an exit route, ask your installer to change the zone type.

12.3 Problems with Disarming

Problem	Suggested Action
You have entered a code, but the system has not disarmed.	Press [#] and re-enter a valid [USER CODE].
The siren sounds as soon as you enter.	It could be possible that no entry delay has been programmed. Contact your installer to fix this.

	Check that you haven't accidentally violated an instant zone. If you regularly use a route to enter which is not programmed as an entry route, ask your installer to correct this.
The siren sounds before you have reached the keypad.	<p>You have taken too long to get to the keypad and the entry delay has expired. The entry delay is programmable. If a longer entry delay is required ask your installer to increase the entry delay period.</p> <p>You have violated a zone which is not a follower zone. If you regularly activate the alarm this way, ask your installer to correct this.</p>

13 Contact Information

Your Monitoring Company	
Your Account Code	
Their Phone Number	

Your Installer	
Your Account Code	
Their Phone Number	

