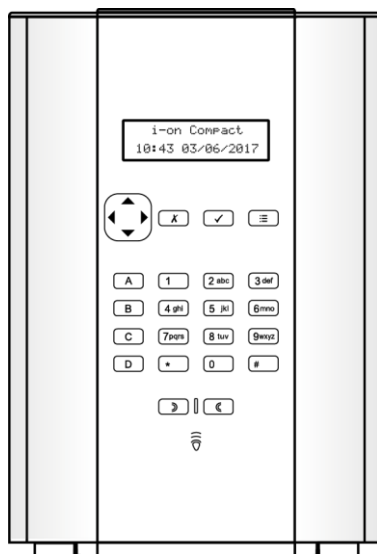


i-on Compact Security System

Administration and User Manual



Issue 1

Control unit software version 5.03



Powering Business Worldwide

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Compliance Statement

The i-on Compact control unit is:

- Suitable for use in systems designed to comply with PD6662:2010 at Grade 2 and environmental class II.
- Suitable for use in systems designed to comply with the requirements of EN50131-3 at Grade 2 and environmental class II.
- Compliant with the requirements of EN50131-6:2008 at Grade 2 and environmental class II.

When an appropriate communicator is enabled, the control unit is compliant with EN 50136-1. It allows the alarm transmission system to meet the performance requirements of EN 50131-1:2006 ATS 2 provided that:

- a) The equipment is installed in accordance with the installation instructions.
- b) The communications link is functioning normally.

If the installer selects a non-compliant configuration, they must remove or adjust compliance labelling.



Warning: Mains voltages are present inside control unit. No user serviceable parts inside.

Contents

Compliance Statement	ii
Chapter 1: Introduction	1
About this manual	1
About the control unit	1
System Peripherals	4
Full and part setting	5
About users and user types	5
User access codes	6
Installer access	6
Chapter 2: Setting and Unsetting	7
Introduction	7
Setting and unsetting from the control unit	7
Setting from the control unit	7
Quick-setting from the control unit	9
Unsetting from the control unit	9
Using a two-way keyfob-style remote control	10
Setting the system using a remote control	11
Unsetting the system using a remote control	11
Querying the set/unset status using a remote control	12
Starting a Hold Up Alarm (HUA)	12
Using a one-way remote control	12
Setting from a one-way remote control	13
Unsetting from a one-way remote control	13
Using a one-way radio keypad	14
Setting from a one-way radio keypad	14
Unsetting from a one-way radio keypad	15
Using SMS command messaging	15
Using SecureConnect™	15
Chapter 3: Managing Alarms	16
Alarm types and sounds	16
Other alarm actions	17
Silencing, acknowledging and resetting alarms	18
Installer resets	19
Accidental alarms	20
Viewing alerts	20
Chapter 4: User Menu Options	22
User Menu Map	22
Entering and exiting the user menu	23
Entering text	24
Omitting zones	24
Managing users	25
Changing your access code or assigned devices	26
Adding users	26
Editing users	28
Deleting users	29

Viewing the log.....	29
User numbers.....	30
Testing the system.....	31
Testing sirens and sounders	31
Testing the on-board keypad	31
Performing a walk test.....	32
Testing outputs.....	33
Testing remote controls	34
Testing user HUAs.....	34
Testing proximity tags	35
Testing ARC reporting	36
System configuration.....	37
Switching facilities on/off	37
Setting the date and time.....	38
Defining contacts	38
Editing outputs	39
Managing remote controls	40
Switching outputs on/off	43
Using the About options	44
Generating a SecureConnect pairing code	45

Chapter 1: Introduction

About this manual

This manual provides full details of how to operate and administer an i-on Compact alarm system as a user. The manual describes:

- The front panel of the control unit and examples of peripheral devices.
- How to perform functions such as setting and unsetting the system.
- How to manage alarms.
- The options available from the user menu to carry out tasks such as omitting zones, adding users and viewing the log. The Menu Map on page 22 shows the available options.

An i-on Compact User Guide is also available – this is suitable for people who simply want to gain a quick overview of the capabilities of the alarm system and how to carry out the most common day-to-day tasks.

Other publications are available to installers – these describe topics such as system installation, maintenance and installer menu options.

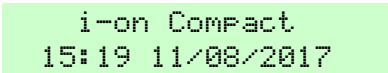
About the control unit

The control unit (Figure 1) is the central component of the alarm system. Inside, it contains the processing unit, power supply and stand-by battery, which keeps the alarm system operational during a temporary power failure.

The front of the control unit includes:

- An LCD display – This shows messages, prompts and options that guide you through the user interface.

When the system is idle (either while set or unset), the display shows the “standby screen”. For example:



i-on Compact
15:19 11/08/2017

(The top line may show a name other than the control unit's model name.)

- A keypad – This provides the main interface. It allows users to perform functions such as to set or unset the system, access user options and acknowledge alarms. Users can identify themselves to the system by entering their unique access code at the keypad.

Figure 2 shows the purpose of each key.

- A proximity tag reader – A proximity tag is a small plastic token that contains a low-powered radio transmitter. Each user has a separate tag. Presenting a tag allows the user to access the system in the same way as if the user had entered their access code.

There is also a sounder inside the control unit, which produces alarm or alert sounds.

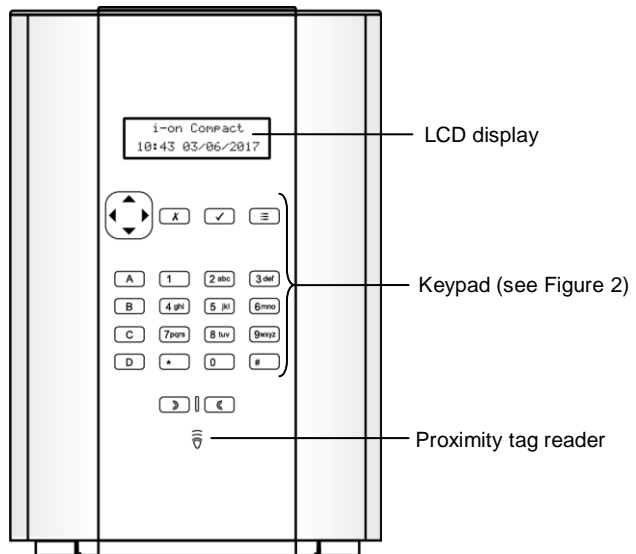


Figure 1. The i-on Compact control unit

Navigation key:

- ▲ Scrolls up, or moves the cursor left.
- ▼ Scrolls down, or moves the cursor right.
- ▶ Changes the value, displays further information, or inserts a space.
- ◀ Changes the value, or deletes the character to the left.

The key glows red or green to indicate system status (green = normal; red = alarm/fault).

Pressing ✕ exits an option or cancels a change.

Pressing ✓ confirms an action, such as selection of an option or acknowledgement of an alarm.

Pressing ≡ gives you access to the user menu when the standby screen is displayed.

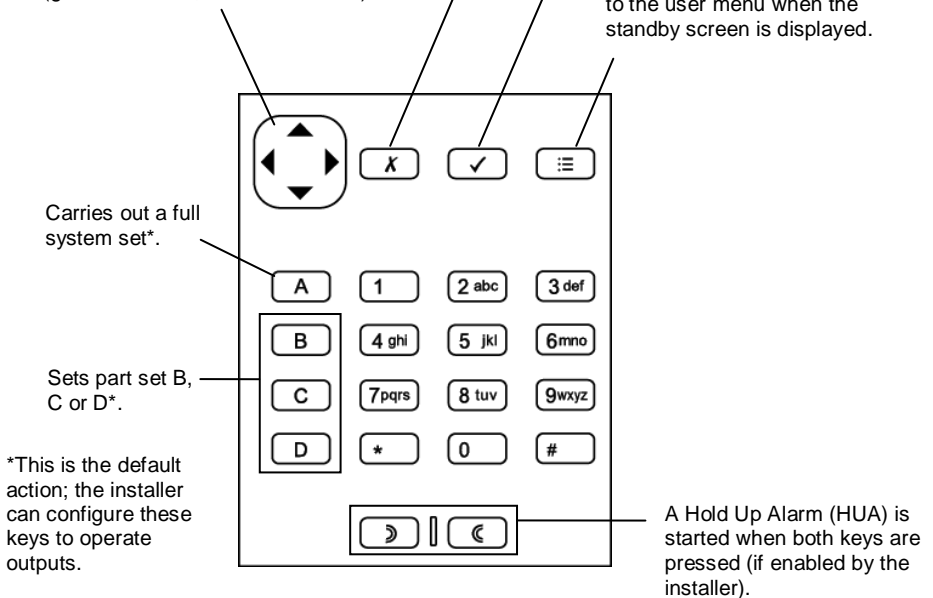


Figure 2. Key functions

System Peripherals

An i-on Compact alarm system can contain many different types of device, depending on the requirements of the installation. Figure 3 shows some of the components that may be in your system. For further information, please refer to the i-on Compact User Guide, or contact your installer.



Figure 3. Peripherals

Note: A zone is the lowest-level item within the intrusion system that can be set or unset, but since there is normally only one detector per zone, the terms "zone" and "detector" are often used interchangeably.

Full and part setting

The control unit can set in one of four ways: either full set or one of three part sets (part set B, C or D).

When the system is full set, all zones are set. When the system is part set, only the zones that belong to the part set are set.

A part set may, for example, set the downstairs areas, leaving the upstairs unset (e.g. for use during the night).

About users and user types

A user is a person who is able to enter an access code at a keypad to perform an action, such as to set or unset the system, or gain access to the user options.

User options are available for carrying out tasks such as omitting zones, viewing the log, testing the system and switching outputs on or off. For a full list of available user options, please refer to the User Menu Map on page 22.

When the system is new, there is only one user: the default master user, who has full access to perform any action that a user is able to do and access all user options. The master user can add new users, and while doing so, specify the user's *type*, which determines the actions the user can carry out.

The control unit identifies each user by a unique *access code* (page 6), which contains 4 or 6 digits, depending on how the installer has set up the system.

The available user types are as follows:

- **Master user** – This user is able to carry out all user actions. A master user can, for example, set or unset the system and access all options in the user menus, including the ability to add or delete other users.

A master user can edit any user's name, and for all but other master users, edit a user's type. There is always (at least) one master user (User 001), which cannot be deleted by any user.

- **Normal user** – A normal user can set and unset the system, but has access to a limited number of user options. A normal user can, for example, omit zones, change their own access code, add their own proximity tag, view the log and operate outputs, but cannot add or delete users.

- **Level-4** – This type of user can be created only by the installer. A level-4 user is able to update the firmware and language files at the control unit using the web interface.

A level-4 user cannot set or unset the system, and is able to use the user menu only to change their own name and access code (to access the web interface).

User access codes

To set or unset the system or access the user menu, a user must identify themselves either by entering a valid access code at a keypad or by presenting a proximity tag. Access codes and proximity tags are unique to each user and can be used interchangeably at any time.

Users can also use a remote control to set or unset the system, or to operate outputs (depending on how the system is configured).

The access code for the default master user is specified by the installer during system installation. **It is recommended that you change this access code as soon as possible after system installation (see page 26).**

Code lockouts

If a user has problems remembering their code, or has acquired an unrecognised proximity tag, they may try keying in their code or presenting the tag several times. If this happens four times in a row, the control unit locks all keypads for 90 seconds and starts a "Excess Keys" tamper alarm. If configured, the control unit also sends the event to the Alarms Receiving Centre (ARC).

Once 90 seconds has elapsed, the keypads allow users to try again. If an incorrect code or tag is used again, the keypad lock them out for a further 90 seconds, and so on.

Installer access

The installer has their own access code to access the installer menu options for system configuration.

There is only one installer access code. It cannot be used to set or unset the system or to access the user options.

Note: The installer may be able to configure your control unit remotely over the internet using the web interface. You can enable/disable this feature from the User menu (page 37).

Chapter 2: Setting and Unsetting

Introduction

Readying the system to start an alarm when someone moves into a protected area is called “setting” the system. Disarming the system so that people can move freely is called “unsetting” the system.

You can set and unset your system using a variety of different methods, depending on how the installer has configured your system. This chapter explains typical methods used.

Note: The control unit can monitor some detectors continuously, irrespective of whether the system is set or unset. For example:

- Fire and smoke detectors, flood sensors, Hold Up Alarm buttons or emergency exits.
- Monitors for machinery (for example freezers) or other type of “technical alarm”.

Setting and unsetting from the control unit

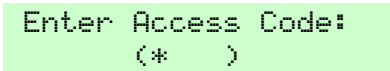
This section explains how to set and unset your system from the keypad on the control unit. If you are using a one-way radio keypad (which has no display), please refer to page 14.

Note: Figure 2 on page 3 gives an overview of each key.

Setting from the control unit

With the standby screen displayed:

1. Enter your access code or present your proximity tag to the keypad. If you enter your access code, the display shows a “*” for each completed digit:



```
Enter Access Code:
(* )
```

2. The bottom line shows the first setting option:

```
Setting Options
Full Set
```

3. Press ▲ or ▼ followed by ✓ to select the option you require:

Full Set – To set the whole system. Alternatively, press the A key.

Part Set B/C/D – To set part set B, C or D only. Alternatively, press the B, C or D key.

4. If you see a fault warning such as:

```
Tick to continue
Batt 1 Low/Missing
```

- Press ✓ to override the warning and continue setting (if your installer has allowed this).
- Contact your installer for assistance.

You may see a setting fault (such as an active zone) that prevents you from setting the system. Normally, the system can set only when zones (other than those in the entry/exit route) are inactive.

5. You will hear a continuous exit tone (unless the system is configured for silent or instant setting).

If you have the final exit door open, or you trigger one of the detectors on your entry/exit route, internal sounders (including the sounder in the control unit) give an interrupted setting tone (this is normal).

The system sets when one of the following occurs, depending on how the system is configured:

- Immediately (instant set).
- After a specified period of time. You need to make sure you exit the premises before the exit timer expires. The bottom line shows the remaining time:

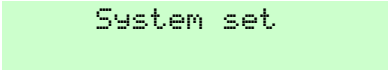
```
Setting:Full Set
23 to set
```

- When you have exited the premises.

Note: You can press the ✕ key to stop the system setting before it has set.

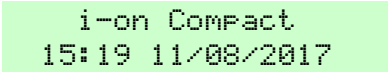
How do I know that the system is set?

When the system sets the keypad briefly shows:



System set

After a short period, the standby screen is displayed. For example:



i-on Compact
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One of the four LEDs (Figure 2) may glow to show which part of the system is set, unless disabled by the installer to meet appropriate standards.

In addition, the installer may have configured the system to flash the strobe light briefly on the external siren/strobe unit when the system sets.

Quick-setting from the control unit

Your installer may have enabled quick-setting, which removes the need to use an access code or proximity tag to start setting.

Note: To make the system comply with certain regulations, the installer may not be allowed to provide this facility.

To quick set (if enabled):

1. Press:
 - A – To set the system fully.
 - B – To set part set B.
 - C – To set part set C.
 - D – To set part set D.
2. You will hear a continuous exit tone (unless the system is configured for silent or instant setting). The system sets as described in step 5 on page 8.

Unsetting from the control unit

1. Enter through the entry route designated by the installer (this is usually the same as you used to leave the premises). Do not stray from this route – you may cause an alarm.
2. Depending on how the system is configured, you may hear an entry tone. If you hear a tone, go directly to the control unit, since you will have limited time to unset the system before it generates an alarm.

3. Enter your access code or present your proximity tag to the control unit. If you enter your access code, the display shows a “*” for each digit:

```
Enter Access Code:
(*  )
```

4. The system unsets.
5. If you see a fault warning such as:

```
Tick to continue
Batt 1 Low/Missing
```

- a) Press ✓ to acknowledge the warning.
- b) Contact your installer for assistance.

Using a two-way keyfob-style remote control

The two-way remote control (Figure 4) can be used to set and unset the system, query the current set/unset status of the system or operate a User-Defined output. Each remote control has a unique electronic identity and is assigned (page 26) to a specific user.

The remote control is designed to provide feedback about the current status of the system (if enabled by the installer). When you operate the buttons, the control unit sends back signals that light up one or more LEDs on the fob. These show whether your system has set, or if there has been an alarm while you have been away.

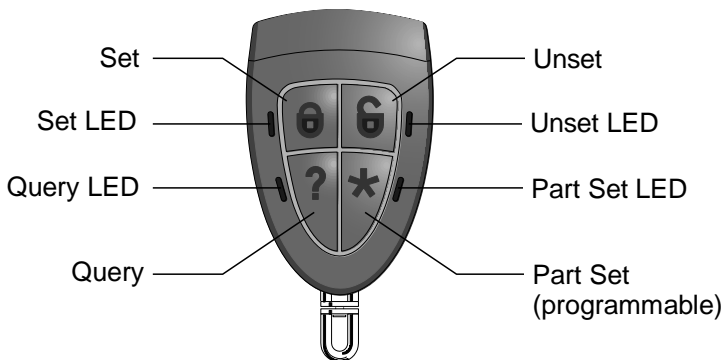


Figure 4. Two-way remote control buttons

The installer can use a *2W Set Instant* option to choose whether the remote control should set instantly or follow the configured exit mode (such as a timed set).

Operating the buttons

To ensure that the remote control does not accidentally operate while it is in your pocket, the buttons are deliberately slow to respond to pressure. You must hold down the button you intend to press for at least three seconds to activate its function.

See page 40 for details of programming the * button.

Setting the system using a remote control

1. Make sure the system is in standby.
2. Press and hold the Set or Part Set button, as required. The Set or Part Set LED flashes red three times.

If there is a fault (for example a zone is active), all four LEDs glow red for three seconds.

3. You will hear a continuous exit tone (unless the system is configured for silent or instant setting). The system sets as described in step 5 on page 8.
4. The Set or Part Set LED glows green for three seconds. This is your confirmation that the control unit has set the system.

Unsetting the system using a remote control

Note: An administrator can disable the ability for remote controls to unset the system (see page 43).

To unset the system:

1. Enter through the entry route designated by the installer.
2. Depending on how the system is configured, you may hear an entry tone. If you hear the tone, you will have limited time to unset the system before it generates an alarm.
3. Press and hold the Unset button. The Unset LED flashes red three times.
4. The Unset LED glows green for three seconds. This is your confirmation that the control unit has unset the system.

Querying the set/unset status using a remote control

1. Press and hold the Query button. The Query LED flashes red three times.
2. The Full Set, Part Set or Unset LED glows to show the current status of the system.

Starting a Hold Up Alarm (HUA)

A two-way remote control can be used to start a Hold Up Alarm if enabled by an installer and by a master user (see page 43).

Note: Enabling this feature means that the system no longer complies with BS8243 or DD243.

To start a HUA from a two-way remote control:

1. Press and hold any two diagonally opposite buttons at the same time. All four LEDs flash red three times.
2. The control unit starts a hold up alarm and, if applicable, sends the alarms to the Alarms Receiving Centre (ARC).
3. All four LEDs glow green for three seconds. This is your confirmation that the control unit has generated the alarm.

Using a one-way remote control

The one-way remote control has four buttons and a small LED that glows when it transmits a signal (see Figure 5). The buttons can be programmed as required (see page 40), but by default, three of the buttons are used to set or unset the system.

Note that to prevent accidental operation the user must hold a button down for at least two seconds to ensure a transmission.

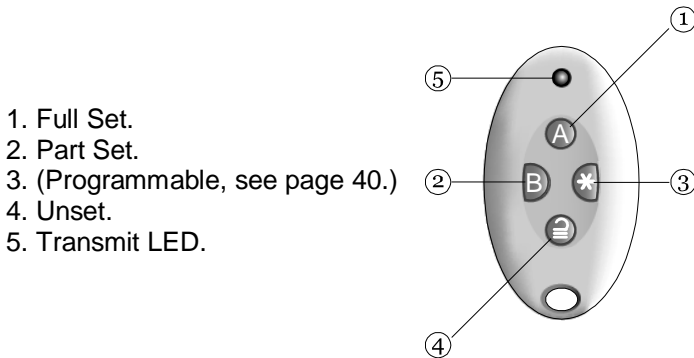


Figure 5. Default one-way remote control buttons

Each remote control has a unique electronic identity. You can assign (see page 26) only one remote control to each user.

Setting from a one-way remote control

1. Make sure the system is in standby.
2. Press the required button on the remote control. For example, Full Set (A) or Part Set (B).
3. You will hear a continuous exit tone (unless the system is configured for silent or instant setting). The system sets as described in step 5 on page 8.

If the system will not set


If one of the zones is active when you try to set the system, you will not hear the exit warning tone. Instead, you will hear a single beep.

Try pressing A again on your remote control. If set up by the installer, the system will omit the active detector and set. If the system does not set, you will need to investigate why the system will not set.

Unsetting from a one-way remote control

Note: An administrator can disable the ability for remote controls to unset the system (see page 43).

1. Enter through the entry route designated by the installer.

2. Depending on how the system is configured, you may hear an entry tone. If you hear the tone, you will have limited time to unset the system before it generates an alarm.
3. Press  on your remote control.

Using a one-way radio keypad

A one-way keypad (Figure 6) does not have a display and can only transmit to the control unit (it cannot receive information back from the control unit).

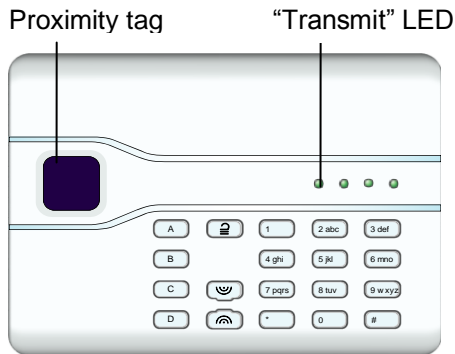


Figure 6. One-way radio keypad

The keypad cannot show the status of the system. The left-hand "Transmit" LED glows only to show that the keypad is sending a command to the control unit.

Setting from a one-way radio keypad

1. Make sure the system is in standby.
2. Enter a valid access code or present your proximity tag to the keypad.
3. Press:
 - A – To set the system fully.
 - B – To set part set B.
 - C – To set part set C.
 - D – To set part set D.
4. You will hear a continuous exit tone (unless the system is configured for silent or instant setting). The system sets as described in step 5 on page 8.

Unsetting from a one-way radio keypad

1. Enter through the entry route designated by the installer.
2. Depending on how the system is configured, you may hear an entry tone. If you hear the tone, go directly to the keypad, since you will have limited time to unset the system before it generates an alarm.
3. Enter your access code or present your proximity tag to the keypad.
4. Press **2**.

Using SMS command messaging

If the control unit has a GSM module fitted, you can change or query the status of the alarm system using commands contained within SMS text messages sent from a mobile phone or other messaging device.

You can send SMS command messages to set/unset the system, activate/deactivate outputs, omit/un-omit zones or query the current status of the system.

For further information, please refer to the "SMS Command Messaging User's Guide".

Using SecureConnect™

The Eaton SecureConnect app allows you to monitor and control your alarm system over the internet from your phone or tablet.

Using the app, you can:

- View the status of your system.
- Receive notifications of alarms or set/unset actions (even when the app is not open).
- View camera images generated by an alarm or other event.
- Set and unset the system.
- Switch outputs on or off.

Please refer to the i-on Compact User Guide details of how to install and use the app.

Chapter 3: Managing Alarms

Alarm types and sounds

An alarm may occur for several different reasons. For example:



- A zone is triggered when the system is set (intruder alarm).
- The lid of the control unit or other device has been opened without the installer being logged in (tamper alarm).
- After entering the premises, a user has failed to unset the system in sufficient time.
- A fire detector is activated.
- A Hold-Up Alarm (HUA) device is activated.
- The mains supply has failed.
- There is a failure of a communications link from the control unit.

When an alarm occurs, the control unit normally activates its internal sounder, any other internal sounders and, depending on severity, external siren/strobe units. Table 1 shows the default response for each type of alarm.

After an alarm, you will need to silence the sounders, acknowledge the alarm and reset the system (see "Silencing, acknowledging and resetting alarms" on page 18).

Table 1: Alarm sounds

Alarm	Sound	Cause
Intruder	Loud warbling tone from sirens and internal sounders.	Normal alarm or entry route zone activated when system is set. 24-hour zone activated at any time.
Fire	Pulsing tone from sirens and internal sounders.	Fire zone activated at any time.

Hold Up	Loud warbling tone from sirens and internal sounders.	HUA zone or radio Hold Up Alarm transmitter activated at any time.   Pressed on keypad. The installer must enable this feature.
Tamper	Loud warbling tone from sirens and internal sounders.	Some part of the alarm system has been opened (tampered with). An alarm system cable has been cut or shorted. An incorrect access code has been entered too many times.
Technical	Quiet beeping once per second from internal sounders.	Technical alarm zone activated at any time. This is known as an alert; see page 20. (Audible only when system is unset.)
Fault	Quiet beeping once per second from internal sounders.	A system fault detected by the control unit, such as a mains failure or communications line fault. This is known as an alert; see page 20.

Other alarm actions

In addition to sounding internal sounders and external siren/strobe units, the control unit may (depending on how the installer has configured the system) carry out other actions, such as to:

- Operate output devices, such as lights.
- Save recorded camera images.
- Send an alarm message to an Alarms Receiving Centre (ARC), who may decide to call the police or other security service to investigate the alarm.
- Send an alarm report by email or SMS text message to specified recipients.

Silencing, acknowledging and resetting alarms

If there is an alarm, you will need to silence the sirens and sounders (if they are still running), acknowledge the cause of the alarm and reset the system.

Note:

- By default, sirens run for a maximum of 15 minutes. If this period has expired, the system may be silent, but you will still need to acknowledge and reset the alarm.
- See "Viewing alerts" on page 20 if the control unit is beeping approximately once or twice per second.
- If an alarm occurs when the system is unset, the navigation key glows red.

To silence, acknowledge and reset an alarm:

1. **Make sure that it is safe to enter the premises.**
2. Enter your access code or present your proximity tag in the normal way. This silences the alarm (if the sirens and sounders are still operating).
3. The navigation key glows red and the display shows the alarm(s). For example:

```
Press tick to reset  
Burg Z000 Alarm
```

OR, for example:

```
Call Installer  
Panel lid open
```

The bottom line alternates once a second to show the name of the zone or device that generated the alarm. For example:

```
Press tick to reset  
Back door
```

4. Press ✓ to indicate that you have acknowledged the alarm message. The system returns to standby and is ready to set again.
5. If the alarm message included "Press tick to reset" (see above), acknowledging the alarm also resets the system and the navigation key returns to its normal (green) state.

If the alarm message included "Call Installer" (see above) or "Call ARC", you will need to call the installer or ARC to reset the system (as described in the next section), although you will still be able to set and unset the system normally. The navigation key glows red until the alarm is reset.

Note:

- If the alarm was started by accident, see "Accidental alarms" on page 20.
- The control unit saves alarm information in the log. See page 29 for details of how to view the log.

Installer resets

If the alarm requires an installer reset, there are several ways that this can be accomplished:

- The installer can visit your site and reset the system by entering the installer code and exiting the installer menu.
- If a suitable communicator is enabled, the ARC can send a signal to the control unit to allow you to reset the system yourself.
- If configured by the installer, the ARC can give you a special code for you to reset the system yourself. If this method is enabled, you will see a message similar to the following while acknowledging an alarm:

```
CALL ARC, Quote 4321
*****
```

1. Note down the 4-digit number ("4321" in this example).
2. After approximately one minute, the display returns to normal.
3. Call the ARC and quote the 4-digit number.
4. If satisfied with your identity, the ARC provides a reset code.
5. Go through the procedure to acknowledge the alarm again, and at the above prompt, enter the reset code to reset the alarm.

Accidental alarms

Your installer may have configured your system so that if you set off an alarm accidentally, you have an "Abort Time" (by default 120 seconds) in which to cancel the alarm. Go immediately to the control unit and enter your access code. If you do this within the Abort Time, the system will send an "Alarm Abort" message to the ARC (if used).

If the alarm is cancelled after the Abort Time, immediately call any ARC the control unit communicates with to notify them of the accident.

Viewing alerts

An alert is often an event that is not directly related to an intrusion event, such as a low battery, a communications fault or an active "Technical Alarm" zone (which is often used to monitor equipment such as freezers).

An alert does not cause the external siren/strobe unit or internal sounders to give a continuous alarm sound. Instead, internal sounders (including the control unit's internal sounder) give a short "beep" once or twice per second (depending on the type of alert) until the alert is acknowledged.

To view the cause of the alert (assuming the system is unset):

1. Press ✓ before entering your access code.
2. Enter your access code or present your proximity tag to the keypad.

The bottom line displays the most recent alert. For example:

```
Tick to continue  
Batt 1 Low/Missing
```

OR, for example:

```
Press tick to reset  
Tech 2000 Alarm
```

The bottom line may alternate between displaying the zone number and name (if applicable).

3. Press ✓ to acknowledge and, if applicable, reset the alert.
Repeat this step for any other alerts that may be active.

4. If you see a message similar to the following, it indicates that the alert has been caused by a Technical Alarm and the detector is still active:

```
RESET FAULTS  
Z001 Zone 001
```

If you can, rectify the problem and repeat the procedure to reset the alert. Alternatively, press ✓ to continue (repeat the procedure when you have rectified the problem).

5. The standby screen is displayed and the beeping stops.
The navigation key continues to glow red until the faults are rectified.

Chapter 4: User Menu Options

User Menu Map

This chapter shows all options in the user menu, and the availability depending on the user type (page 5). Some options may not be visible, depending on the hardware fitted.

<u>MENU Option</u>			Master Users	Normal Users	Level-4 Users
Omit Zones			✓	✓	
Users	Add User		✓		
	Edit User	Name	✓		✓
		Type (not U001)	✓		
		Code	✓	✓	✓
		Prox Tag	✓	✓	
		Remote	✓	✓	
		Hold Up alarm	✓	✓	
		App access	✓	✓	
	Delete User		✓		
View Log			✓	✓	
Test	Siren & Sounders	Ext. Radio Sirens	✓		
		On-board Sounder	✓		
		Internal Sounders	✓		
	On-board Keypad		✓		
	Walk Test	Chime	✓		
		System	✓		
		Zones	✓		
	Outputs		✓		
	Remotes		✓		
User HUAs		✓			

	Prox Tags		✓		
	ARC Reporting	Panel Ethernet	✓		
		PSTN	✓		
System Config	Facilities On/Off	Chime	✓	✓	
		Remote Access	✓		
		Level 4 Update	✓	✓	
		Set Date & Time		✓	
	Contacts		✓		
	Edit Outputs		✓		
	Remotes		✓		
	Outputs On/Off			✓	✓
About	Panel		✓		
	Cloud		✓		
	Comms		✓		
Pair App			✓		

Entering and exiting the user menu

To access the user menu:

1. Make sure the display shows the standby screen. For example:

```
i-on Compact
15:19 11/08/2017
```

2. Press **⌂**. The following is displayed:

```
Enter Access Code:
( )
```

3. Enter your access code. The first option is displayed:

```
MENU
Omit Zones
```

4. Press **▲** or **▼** to scroll through the options, followed by **✓** to select the option you require. Refer to the following sections for information about each option.
5. To leave the menu and return to the standby screen, press **✕** (if necessary several times).

Entering text

You can use the numeric (1-9), * and # keys (Figure 7) to enter numbers and text.

Press a key one or more times to obtain the letter you require. For example, to enter a "B", press the "2" key twice, or to enter an "C", press "2" three times. The bottom line of the display shows the character you are about to insert and the other characters available using that key. Wait a moment before each new letter.

Press # to change between capitals and lower case letters. Press 0 to enter a space or other characters such as "&", "@" and "/".

Press ▲ to move the cursor left, or ▼ to move the cursor to the right.

Press ◀ to remove letters to the left of the cursor. Press ▶ to insert a space.

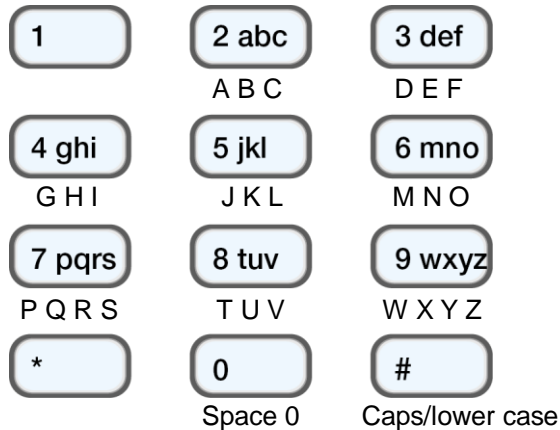


Figure 7. Letters assigned to keys

Omitting zones

This option allows you to omit one or more zones. Omitting a zone prevents it from generating an alarm if the zone is triggered while the system is set. You may, for example, want to omit a zone that protects a garage to enable access while the system is set.

Note: The zone returns to normal operation when the system is unset. If you want to keep a zone omitted, you have to omit the zone again before you next set the system.

Note: You can omit only those zones that the installer has given the Omittable attribute.

To omit zones:

1. Select *Omit Zones*. The bottom line displays the first zone you can omit:

```
OMIT ZONES
Zone 001      I
```

An "O" is displayed at the end of the line if the zone is Omitted. An "I" is displayed if the zone is Included.

2. Press ▲ or ▼ to display the zone you wish to omit, then ► to mark it for omission. Press ► again if you made a mistake and want the zone to be included.

Repeat this step for any other zones you wish to omit (or change to be included).

3. Press ✓ to store changes.

Managing users

Selecting *Users* from the main menu has two functions, depending on your user type (see page 5):

- a) If you are a normal user, you can use the *Users* option to:

- Change your access code.
- Add or delete your own proximity tag, remote control, or radio Hold-Up Alarm (HUA) transmitter.
- Change your SecureConnect app access.

These tasks are described in the next section.

- b) If you are a master user, the *Users* option displays additional options that allow you to:

- Add new users to the system, including the proximity tag, remote control and HUA transmitter allocated to each user (*Users – Add User*). See page 26.
- Edit user details (*Users – Edit User*). See page 28.
- Delete users (*Users – Delete User*). See page 29.

Changing your access code or assigned devices

This section applies if you are a normal user. If you are a master user, refer to page 28.

To change your access code or assigned devices:

1. Select *Users* from the main menu.
2. Press ▲ or ▼ followed by ✓ to select one of the following options (refer to "Adding users" on page 26 if you need information):

<i>Code</i>	To change your own access code.
<i>Prox Tag</i>	To add or delete your own proximity reader tag.
<i>Remote</i>	To add or delete your own remote control. You should delete your remote control if it has been lost.
<i>Hold Up Alarm</i>	To add or delete your own Hold-Up Alarm (HUA) device.
<i>App access</i>	To enable or disable access from the SecureConnect app.

3. Follow the prompts.

Adding users

If you are a master user, you can use *Users – Add User* to add new users. When adding a new user, you can:

- Specify the user's name, type (see page 5) and access code.
- Assign a proximity tag, remote control, and radio Hold Up Alarm (HUA) transmitter. If you do not wish to assign these devices, each user can assign those devices to themselves at a later date using the *Users* option. Each user can have only one device of the same type. No two users can have the same device.

To add a new user:

1. Select *Users – Add User*.
2. The next available default user name is displayed:

```
Name:
User 004
```

If you wish, edit this default name of the user (12 characters maximum). If required, please refer to page 24 for details of how to edit text. Press ✓ to continue.

3. The default user type is displayed (normal user):

```
User 004
Normal User
```

Press ▲ or ▼ to select the user type (see page 5). Press ✓ to continue.

4. You are prompted to specify an access code for the user:

```
Assign Access Code
( )
```

Enter an access code, or ✓ if you do not want to assign one. When prompted, enter the code a second time.

5. You are prompted to assign a proximity tag to the user:

```
Present Prox Tag to
add to panel
```

Present an unallocated tag against the proximity tag sensor on the control unit (Figure 1 on page 2), or press ✓ if you do not want to assign a proximity tag.

Note: If you have a proximity tag that is already allocated, you can find out who it belongs to by using *Test – Prox Tag* (page 35).

6. A series of additional prompts are displayed that allow you to assign a remote control and HUA transmitter to the user:

```
Press button to
identify Remote
```

```
Press both buttons
to identify HUA
```

Follow the instructions. You should see confirmation when a device has been added.

If you do not want to assign a device, press ✓ at the appropriate prompt.

Note: While you are registering a new HUA transmitter, the control unit will not respond to an alarm signal from any radio HUA it has already learnt.

Note: You can use the *Test* menu to find out who a device belongs to (see from page 31).

7. The control unit confirms that the user has been added:

New User Added

Editing users

Note: Only the default master user (User 001) can edit the details of the default master user.

If you are a master user, you can use *Users – Edit User* to:

- Change the name of users, and for normal users, also their user type (page 26).
- Change your own access code.
- Add or delete your own proximity tag, remote control, or HUA transmitter. If you want to delete another user's remote control, see "Deleting remote controls" on page 42.
- Enable or disable access to the SecureConnect app.

Note: If a user forgets their code, a master user must delete that user and recreate a new user with a new code.

To edit a user:

1. Select *Users – Edit User*.
2. Press ▲ or ▼ followed by ✓ to select the user you wish to edit. Alternatively, enter the user number (e.g. 004) and press ✓.
3. Press ▲ or ▼ followed by ✓ to select the option you require:

<i>Name</i>	To change the user name.
<i>Type</i>	To change the user type. You cannot change the type of a master user.
<i>Code</i>	To change your own access code.
<i>Prox Tag</i>	To add or delete your own proximity tag.

<i>Remote</i>	To add or delete your own remote control.
<i>Hold Up Alarm</i>	To add or delete your own HUA transmitter.
<i>App access</i>	To enable or disable use of the SecureConnect mobile app.

4. Follow the prompts. Please refer to "Adding users" on page 26 if you need information about how to use any of the above options.

Deleting users

If you are a master user, you can use the *Users – Delete User* option to delete users.

Once you delete a user, the system does not respond to their access code. The control unit also deletes the identity of any proximity tag, remote control or HUA transmitter assigned to the user.

Note: You cannot delete User 001 (the default master user).

To delete a user:

1. Select *Users – Delete User*.
2. Press ▲ or ▼ followed by ✓ to select the user you wish to delete. Alternatively, enter the user number (e.g. 004) and press ✓.

You will see (for example):

```
DELETE User 004
Are you sure?
```

3. Press ✓ to delete the user (or ✕ if you have changed your mind).

Viewing the log

The control unit keeps a log of events such as alarms and setting/unsetting actions. You can view the log as follows:

1. Select *View Log* from the main menu.

The display shows a list of the most recent events, for example:

```
*U001 System Unset
10:52:07 01/08/2017
```

When applicable, the event includes the associated user number (001 in the above example), as described in the next section.

2. If applicable, press ► to see a more detailed description of the event, such as the user name (rather than user number) and time associated with the event.

If you need information about a log event, please contact your installer.

3. Press ▼ to show older events, or ▲ to show more-recent events.
4. Press ✕ to finish viewing the log.

User numbers

The control unit identifies each user by a unique number as shown below.

Meaning	User Number
Action by installer	000
Action by default master user	001
Action by other added user	002-020
Quick Set (A/B/C/D key used)	021
Action by Level 4 user	022
Action by control unit	023
Remote reset carried out by ARC	025
Action through virtual keypad	027
Action through SMS command	030
Action through mobile app	031
Action through web interface	"Web"

Testing the system

A master user can use the *Test* option to test various components of the system, and to check the current owner of a proximity tag, remote control or HUA transmitter.

Testing sirens and sounders

To carry out the test:

1. Select *Test – Sirens & Sounders*.
2. Press ▲ or ▼ followed by ✓ to select the devices to test:
Ext. Radio Sirens External radio sirens and their strobes.
On-board Sounder The control unit's internal sounder used for alarms.
Internal Sounders Internal radio sounders.
3. If applicable, press ▲ or ▼ to select whether to operate all sirens\sounders of the selected type. Press ► to switch the sirens\sounders on, and ► again to switch them off.
4. Press ✕ to finish the test.

Testing the on-board keypad

To carry out the test:

1. Select *Test – On-board Keypad*. You will see:

Press keys to test:
.....

When you start the test, the LEDs around the navigation should all glow red, and A, B, C and D glow alternately. Every time you press a navigation key, the LEDs change colour.

2. Press ▲, ▼, ► and ◀ in turn to test the navigation keys. Each time you press a key, the display should show the key you pressed.
3. Press both HUA keys at the same time. The display should confirm that you pressed the HUA keys. An HUA alarm is not generated.
4. Press any other key to test it. The display should confirm the key you pressed.
5. Press ✕ to finish the test.

Performing a walk test

Master users can use *Test – Walk Test* to test detectors without starting an alarm. Walking past motion detectors should be enough to trigger them. If you have detectors connected to doors or windows, you will have to open them to trigger those detectors.

During the test, if the detector is working, the control unit sounds a confirmation tone and indicates that the detector has passed the test.

Note: You cannot test wired HUA buttons, fire detectors and 24-hour zones during a walk test. The control unit will always start an alarm if you activate those detectors.

To carry out the test:

1. Select *Test – Walk Test*.
2. With the *Chime* option highlighted, use ◀ or ▶ to select one of the following:
 - Once* Causes the sounder in the control unit to chime only once for each zone that is triggered during the walk test.
 - Off* Switches off chiming.
 - On* Generates a chime every time a zone is triggered.
3. Press ▲ or ▼ followed by ✓ to select the method of testing:
 - System* This option allows you to walk round the entire system and test all the zones.
 - Zones* This option lets you select one or more individual zones, and test only those zones.

Press ▲ or ▼ to scroll up and down the list of zones. Press ▶ to display “Yes” at the end of the bottom line to mark the zone as one you want to test.
4. Press ✓ to begin the test.

The top line shows how many detectors remain to be tested. The main area of the display lists of all the detectors ready for testing (press ▲ or ▼ to scroll through the zones):

```
10 Zone(s) to test
Zone 005
```

5. Walk round and trigger each detector in turn. If you have enabled *Chime*, the control unit gives a double-tone chime when you trigger a detector.

You can see which zones still need to be tested by pressing ▲ or ▼ to scroll through the zones: an "A" is shown at the end of the line for each zone that has been tested. Alternatively, you can press ≡ and scroll through the untested zones (press ≡ again to return to displaying all zones).

6. If you wish, you can press ✕ to finish the test early.
7. Once all zones are tested, you will see the following on the top line:

```
All Zones tested
Zone 010      A
```

Testing outputs

Master users can use *Test – Outputs* to test outputs the installer has configured as "User Defined". The outputs may be used to control external devices, such as lights or locking equipment.

Note: You can activate or deactivate user-defined outputs at any time (see page 43).

To carry out the test:

1. Select *Test – Outputs*.

The display lists user-defined outputs allocated for your use. For example:

```
TEST O/P 1
PORCH LIGHT    Off
```

The top line shows the output number. The bottom line shows the name of the output (which may be the same as the address) and whether the output is currently on or off.

2. Press ▲ or ▼ to select the output.
3. Press ► to switch the output on, and ► again to switch it off. Check that the output is working as expected. The output may take several seconds to change state.
4. Press ✓ to end the test.

Testing remote controls

Master users can use *Test – Remotes* to test remote controls.

To carry out the test:

1. Select *Test – Remotes*.

The following is displayed:

```
Press required  
Remote button
```

2. Press and hold a button on the device you wish to test until the transmit LED on the device flashes.

The control unit gives a double-beep confirmation tone and you will see the results of the test:

```
RM001,S:User002  
Full Set      SS: 9
```

The top line shows the number of the device, the button you pressed, and the name of the user the device is allocated to. The next line shows the function of the button and the strength of the signal. If the signal strength is less than 4, contact your installer.

3. Repeat step 2 for the other buttons. **Note:** If you wish to test the Hold-Up Alarm buttons, make sure you press them both at the same time.
4. Press ✓ to end the test.

Testing user HUAs

Master users can use *Test – User HUAs* to test radio Hold-Up Alarm (HUA) devices.

To carry out the test:

1. Select *Test – User HUAs*.

The following is displayed:

```
Press both HUA  
buttons
```

2. Press and hold both HUA buttons on the device you wish to test until the transmit LED on the device flashes. If the device has a lock button, make sure you unlock the button before the test.

The control unit gives a double-beep confirmation tone and you will see the results of the test:

```
User: User002  
SS:9
```

The top line shows the name of the user the device is allocated to. The next line shows the strength of the signal. If the signal strength is less than 4, contact your installer.

3. Repeat step 2 for the other HUA devices.
4. Press ✓ to end the test.

Testing proximity tags

Master users can use *Test – Prox Tags* to test proximity reader tags.

To carry out the test:

1. Select *Test – Prox Tags*.

The following is displayed:

```
TESTING PROX TAGS  
Present Tag to panel
```

2. Hold the proximity tag against the proximity tag sensor on the control unit (Figure 1 on page 2).

The control unit gives a double-beep confirmation tone and you will see the results of the test:

```
TESTING PROX TAGS  
User: User 001
```

The display shows the name of the user the proximity tag is allocated to (or "Unknown" if the proximity tag is not recognised).

3. Repeat step 2 for the other proximity tags.
4. Press ✓ to end the test.

Testing ARC reporting

Master users can use *Test – ARC Reporting* to test the connection to Alarms Receiving Centres (ARCs), if enabled by the installer.

To carry out the test:

1. Select *Test – ARC Reporting*.

The following is displayed:

```
ARC REPORTING
Panel Ethernet
```

2. Use ▲ or ▼ to choose the communication method you want to test, then press ✓. The ARC may use Ethernet (*Panel Ethernet*), or PSTN (PSTN requires the control unit to have an appropriate plug-on module fitted).

Note: The installer may have configured the system to use both Ethernet and PSTN communication to the ARC. The installer specifies which of the two methods has the highest priority. During normal operation, the control unit uses the method that has the highest priority, and uses the second method only if the first fails.

A prompt similar to the following is displayed:

```
ARC REPORTING
Recipient A <Tel 1>
```

3. Use ▲ or ▼ to choose one of the two recipients selected by the installer. Each recipient is a separate telephone number or IP address to the ARC. Depending on how the installer has configured communications, the second line or IP address may be used if the first fails to connect.
4. Press ✓ to start the test.

The display shows the progress of the call. Check with the ARC that the test call arrived. If the call fails, the display shows “Call failed”, followed by the reason.

System configuration

The *System Config* menu allows you to change some parts of the system to suit your particular needs.

Note: For normal users, the *System Config* menu contains only the *Chime* and *Level 4 Update* options (see below).

Switching facilities on/off

System Config – Facilities On/Off can be used to switch the following facilities on or off:

- | | |
|----------------------|---|
| <i>Chime</i> | Use this option to enable or disable the chimes that occur when a zone is triggered that has a Chime attribute (as set up by the installer). For most zone types, a chime occurs only when the system is unset. |
| <i>Remote Access</i> | A master user can use this option to enable or disable remote access to the control unit from the web interface or SecureConnect. |

Note: By default, this feature is off for security reasons. Make sure that any installer requesting access is your authorised installer. Switch off remote access once the installer has finished.

- | | |
|-----------------------|---|
| <i>Level 4 Update</i> | Use this option to enable or disable access to the control unit from the level-4 user. There can be only one level-4 user, which only the installer can create. |
|-----------------------|---|

The level-4 user is able to:

- a) Update the firmware and language files at the control unit using the web interface.
- b) Log into the user menu or web interface and change the level-4 user name and code.

The level-4 user cannot perform other tasks, such as to set or unset the system, omit zones, etc.

To switch facilities on or off:

1. Select *System Config – Facilities On/Off*.
2. Use ▲ or ▼ to choose the facility, then ► or ◀ to switch it on or off.
3. Press ✓.

Setting the date and time

Master users can use *System Config – Set Date & Time* to set the date and time. You may need to do this if, for example, the control unit lost all power for an extended period of time.

Select the option, enter the date (dd/mm/yyyy) and then the time.

Note: The installer may have set up the control unit to obtain its time automatically from an SNTP server. The internal clock adjusts itself for daylight saving in Spring and Autumn.

Defining contacts

Master users can use *System Config – Contacts* to edit the Contacts List, which is a list of up to 12 contacts (by default named Recipient A-L). Contacts are used for outgoing communications, such as those for reporting alarms by email or SMS message.

Each contact can have the following settings: *Name*, *Tel No 1*, *Tel No 2*, *Email Address* and *IP Address*.

Note:

- You cannot edit contacts that the installer has used for communications to an Alarms Receiving Centre (ARC).
- Unless you are sure of what you are doing, it is recommended that you liaise with your installer before editing the Contacts List.

To edit the Contacts List:

1. Select *System Config – Contacts*.

The first recipient (contact) you are able to edit is displayed:

```
CONTACTS
Recipient E
```

2. Press ▲ or ▼ followed by ✓ to select the recipient you want to edit.
3. Press ▲ or ▼ followed by ✓ to select one of the following options:

<i>Name</i>	Select this to edit the name of the recipient. See page 24 for details of how to enter text.
<i>Tel No 1</i>	The first telephone number of the recipient.
<i>Tel No 2</i>	The second telephone number of the recipient.
<i>Email</i>	The recipient's email address.

IP Address The recipient's IP address.

Press ✓ when you have finished editing the setting, and if required, select another setting to edit.

4. Press ✕ several times to exit.

Editing outputs

Master users can use *System Config – Edit Outputs* to edit the on and off times of any output the installer has configured as "User Defined".

Note: Master and normal users can activate or deactivate user-defined outputs at any time (see page 43).

To edit an output:

1. Select *System Config – Edit Outputs*.

The first output you are able to edit is displayed:

```
EDIT RADIO O/P 1
PORCH LIGHT      >
```

2. Press ▲ or ▼ followed by ✓ to select the output you want to edit.
3. Press ▲ or ▼ followed by ✓ to select the setting to change:

Name You can edit the name of the output. See page 24 for details of how to enter text.

Latched Use ▲ or ▼ followed by ✓ to select Yes or No. When set to No, the output changes state when activated, but then returns to the normal state again after the period specified by *On Time* (see below). When set to Yes, the output changes state every time a user operates the output, or according to a schedule if you specify *On Time*, *Off Time* and *Days* (see below).

On Time/Off Time/Days

If Latched is set to No, use *On Time* to specify the number of seconds you want the output to remain active. If you specify zero seconds, the output will not operate.

You can use *On Time*, *Off Time* and *Days* to specify a schedule for the output to activate and deactivate automatically. Use *On Time* and *Off Time* to specify the time you want the output to activate and deactivate. Use *Days* to specify the days of the week you want the output to

operate (use ▲ or ▼ to display each day, then ► or ◀ to choose Yes or No).

Note: If a user activates the output while it is deactivated, the output stays activated until the control unit reaches the next off time. If a user de-activates the output while it is activated, the output deactivates until the control unit reaches the next on time.

Leave *On Time*, *Off Time* and *Days* without values if you want the output to act as a simple on/off switch.

Press ✓ when you have finished editing *On Time/Off Time/Days*.

Managing remote controls

Master users can use *System Config – Remotes* to specify the functions that can be carried out using remote controls. The *System Config – Remotes* menu contains the following options (see the next sections for further details):

<i>Edit</i>	Used to edit the programming of the buttons, such as the buttons used to set or unset the system, or operate outputs.
<i>Delete</i>	Deletes a selected remote control.
<i>Delete All</i>	Deletes all remote controls.
<i>Unset</i>	Enables or disables the ability for all remote controls to unset the system.
<i>HUA Function</i>	Enables or disables the ability for remote controls to generate Hold-Up Alarms (HUAs).

Editing the programming of the buttons

You can use *System Config – Remotes – Edit* to re-program buttons on a one-way remote control, or the “*” button on a two-way remote control, after the devices have been assigned to a user.

A button can be programmed to:

- Set a selected part set.
- Operate an output configured as "User Defined" by the installer.

- Full set the whole system (one-way remote control only).
- Unset the whole system (one-way remote control only).

Note: For one-way remote controls, you cannot reprogram the unset button.

To re-program the buttons on a remote control:

1. Select *System Config – Remotes – Edit*.

The following is displayed:

```
EDIT REMOTE
Press Remote button
```

2. **EITHER:**

- a) Press the button on the remote control you want to re-program. Hold down the button until you see the transmit LED flash.

OR (if you do not have the remote control):

- a) Press ✓ at the "Press Remote button" prompt.
- b) Use ▲ or ▼ followed by ✓ to select the remote control you want to re-program.
- c) Use ▲ or ▼ followed by ✓ to select the button you wish to re-program (if there is more than one you can select).

3. Use ▲ or ▼ followed by ✓ to choose the function for the button:

No Action For the button to have no action.

Set/Unset (two-way remote control only): To set part set B/C/D. Press ✓, then use ▲ or ▼ followed by ✓ to select the part set. (The * key cannot be used to unset.)

Set/Unset (one-way remote control only): To set or unset the system. Choose *Set* or *Unset*, then use ▲ or ▼ followed by ✓ to select the set/unsetting mode:

- Unset All – Unsets the whole system.
- Full Set – Full sets the whole system.
- Part Set B\C\D – Sets part set B, C or D.

Note: If you choose Unset, ask your installer whether the entry timer needs to be running before a user can unset using a remote control.

Output To operate a user-defined output. Use ▲ or ▼ followed by ✓ to select the output, then use ▲ or ▼ followed by ✓ to select the output mode:

- On – Switches the output on.
- Off – Switches the output off.
- Toggle – Changes the state of the output each time you press the button.

4. Press ✕ repeatedly to exit.

Deleting remote controls

You may want to delete a remote control if it is lost or you want to reassign it to another user. You must delete a remote control before you can reassign it to another user.

The *System Config – Remotes* menu provides two options for deleting remote controls:

Delete This allows you to delete a specific remote control (see below).

Delete All This deletes all remote controls that the system learnt. You should use this option only if you are sure you want to delete all remote controls.

To delete a specific remote control:

1. Select *System Config – Remotes – Delete*.

The following is displayed:

```
DELETE REMOTE
Press Remote Button
```

2. Press the button on the remote control you want to delete. Alternatively, if you do not have the remote control, press ✓, then use ▲ or ▼ to choose the remote control, followed by ✓.

A message similar to the following is displayed:

```
RM001:User 002
Are you sure?
```

3. Press ✓ to delete the remote control.

Enabling or disabling unsetting

You can use *System Config – Remotes – Unset* to enable or disable the ability for all remote controls to unset the system. By default, remote controls are able to unset the system, but you may want to change this for security reasons.

After selecting *Unset*, use ▲ or ▼ to select *Enabled* or *Disabled*, followed by ✓.

Disabling *Unset* does not affect the ability for remote controls to set the system.

Enabling or disabling HUA functions

You can use *System Config – Remotes – HUA Function* to enable or disable the ability for a two-way remote control to generate Hold-Up Alarms (HUAs).

Note: The installer must first enable this feature by configuring "Basic" confirmation mode. Doing so means that the system does not comply with BS8243 or DD243.

After selecting *HUA Function*, use ▲ or ▼ to select *Enabled* or *Disabled*, followed by ✓.

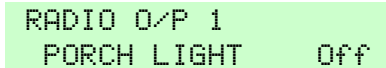
See page 12 for details of how to generate an HUA using a two-way remote control.

Switching outputs on/off

Master users can use *Outputs On/Off* to switch outputs on or off that the installer has configured as "User Defined" as follows:

1. Select *Outputs On/Off*.

The display lists any outputs allocated for your use. For example:



```
RADIO O/P 1
PORCH LIGHT  Off
```

The top line shows the output number. The bottom line shows the name of the output and whether the output is currently on or off.

2. Press ▲ or ▼ to select the output.
3. Press ► or ◀ to switch the output on or off. Outputs operated via radio may take several seconds to change state.
4. Press ✕ repeatedly to exit.

Using the About options

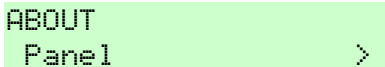
If you are a master user, you can use the *About* option to find information about the system you are using. The *About* menu contains the following options:

<i>Panel</i>	This gives: <ul style="list-style-type: none">• The control unit model (i-on Compact).• The control unit's software (firmware) version number.• The installed languages and their versions.
<i>Cloud</i>	This gives information about the connection to the Eaton SecureConnect cloud, which your installer may need for support purposes.
<i>Comms</i>	This gives information about the control unit's Ethernet, connection, and any plug-on communications module fitted. If required, please ask your installer for details about the information displayed (as documented in the Engineering Guide).

To use the *About* option:

1. Select *About*.

The following is displayed:



```
ABOUT
Panel    >
```

2. Press ▲ or ▼ followed by ✓ to select the option you require.
3. If applicable, press ▲ or ▼ followed by ✓ to select the sub-option.
4. If applicable, press ► or ◀ to display further information.
5. Press ✕ repeatedly to exit.

Generating a SecureConnect pairing code

You can use the *Pair App* option to generate a pairing code for the Eaton SecureConnect app. The app allows you to monitor and control your alarm system over the internet from your mobile phone or tablet.

The pairing code uniquely pairs your app with your panel and user code. This ensures that any actions you carry out using the app will affect only your panel, and are logged against your user code.

You are prompted to enter the code when you first open the app. The pairing code lasts for 15 minutes.

For details of how to install and use the app, please refer to the *i-on Compact User Guide*.

SecureConnect is a trademark of Eaton.

www.touchpoint-online.com

Product Support (UK) Tel: +44 (0) 1594 541978

Available between:

08:30 to 17:00 Monday to Friday.

email: securitytechsupport@eaton.com

Part Number 12847886

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