

# **D3000 Series Intruder Alarm Systems**

## **User Manual**

Congratulations on purchasing your D3000 Intruder Alarm System. It is a very easy system to use, all operations start by entering your User Code, then following the instructions on the display or providing simple keystrokes to tell the system what to do next.

The D3000 is a flexible, highly configurable piece of equipment, thus the precise operation will depend on how your Alarm Installation Company has installed it. It is important that your Installer explains how the system works and the level of access each user has to the system.

If you have any queries on the configuration or the operation of this Intruder Alarm System, ring your Alarm Company on the following telephone number:

Alarm Company: \_\_\_\_\_

Telephone: \_\_\_\_\_

Note: This manual covers 2 products, the D3001 and the D3020. Operation of either system is the same unless otherwise specified in this manual. Similarly, there are a choice of keypads, the D3201 Multimedia keypad, D3202 Multimedia keypad with proximity reader, D3211 Low cost keypad and D3212 Low cost keypad with proximity reader.

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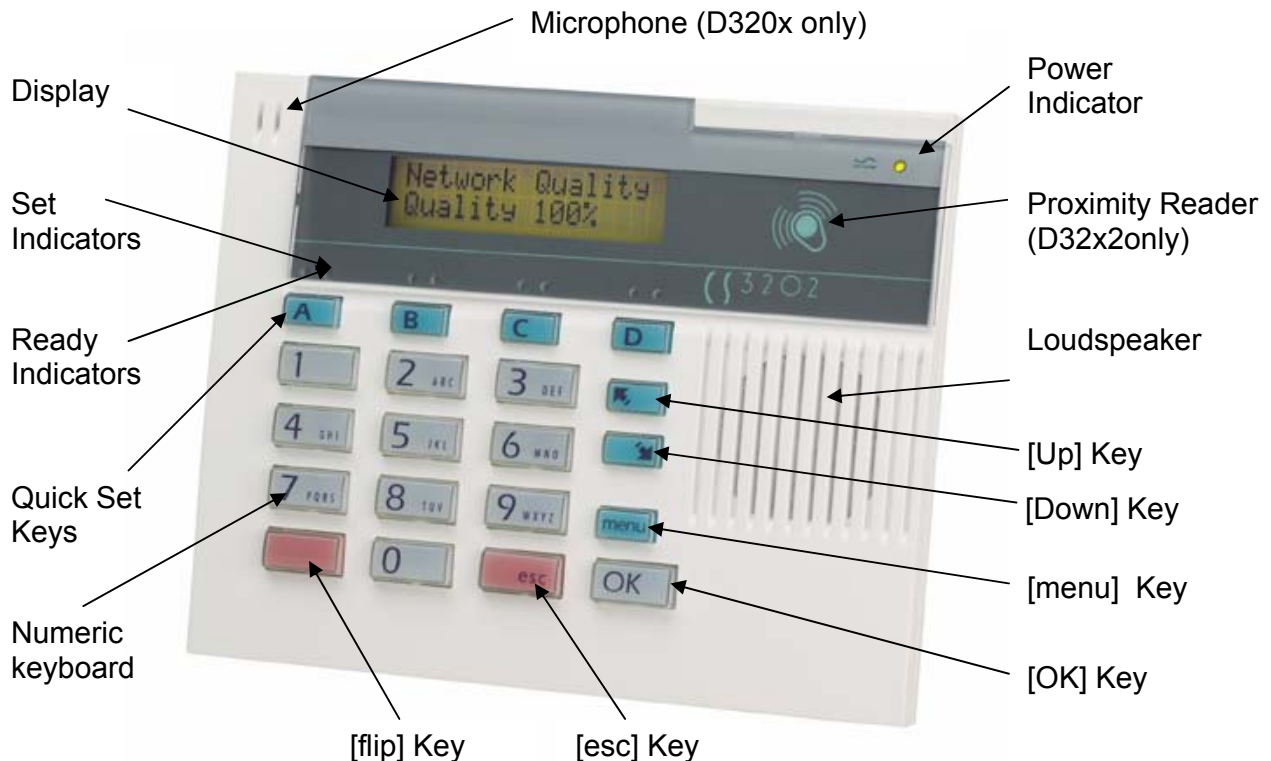
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## UNDERSTANDING THE SYSTEM

Before using the system for the first time, please read the first few sections of this manual as well as the Glossary at the back to make sure that you are happy with all the terminology used.

Within this manual, keys which need to be pressed are shown thus [OK]. Messages shown on the display are shown in quote marks "like this".

The main control panel (the brains behind the system) is housed in a plain metal box hidden away from danger. All system operations are performed using the 'Remote Keypad', shown below:



The main parts of the keypad are used as follows:

**Display:** This screen is continuously updated, informing you of what is happening on the system.

**Set Indicators:** These red indicators are ON when the appropriate Group(s) are set and is OFF when it is safe to go into that part of the building. See Note below.

**Ready Indicators:** These green indicators are ON when the appropriate Group(s) are ready to be set. If the indicator is OFF when you want to set the Group(s), it means that one or more detectors are 'active' i.e. a movement detector needs more time before it automatically resets, or a door needs to be closed. See Note below.

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- Quick Set Keys:** These are used to Set and Unset Groups.
- Numeric Keys:** Used to enter your User Code, or to enter other information when requested by the system.
- [flip] Key:** Used to show different parts of displayed information (i.e. 'flip' between multiple screens)
- [esc] Key:** Used when you have made a mistake or when you need to move back to a previous screen.
- [OK] Key:** Used to enter information into the system, e.g. after entering your User Code, press [OK] to accept it.
- [menu] Key:** After entering your User Code, the [menu] key is used to start the advanced options, such as system tests.
- [Up] Key:** Used to move up through a series of options.
- [Down] Key:** Used to move down through a series of options.
- Loudspeaker:** Provides tones to indicate entry mode, exit mode etc.
- Power LED:** Normally ON showing that power to the system is OK. This indicator will flash if the Mains is off, or if there is a problem with the internal battery. When this indicator is flashing, the display will show details of the problem.
- Microphone:** Used for the Intercom and the Helpline features. These features are only available if the D320x keypad is used.
- Proximity Reader:** This feature is useful if users find it difficult to remember codes when setting and unsetting the system. By giving the user a tag which can be clipped to a key ring, it is possible to set and unset the system merely by placing the tag against the keypad.
- Note 1:** The system may be programmed to extinguish the Set and Ready Indicators after 30 seconds. To make them operate for 3 minutes, press the [esc] key.
- Note 2:** The display of time is in 24 hour format (e.g. 16:55 for 4:55 pm). If a "?" is displayed (e.g. 16?55) then the time may not be correct and requires setting.

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### **UNDERSTANDING USERS**

The D3001 can identify up to 64 Users (20 users on the D3020), each having a unique User Code. Each User can be allocated different levels of access to system functions. This enables some Users to have a 'Manager' Code and to have access to the management features. In this way, 'Operator' and 'Cleaner' Codes can also be programmed.

When programming users to the system, the following information is required:

- User Number:        A two digit reference number used internally to identify which User is using the system.
- User Name:            A text name to identify each User.
- User Code:            The code that is used to confirm that the person at the keypad is an authorised User
- User Functions:      These define whether an individual User has access to specific functions within the User's menu.
- Tag:                    If the user is to be given a tag to set and unset the system, the tag must be programmed against the appropriate user.

As an example, User 14 (the *User Number*) is called Sue (the *User Name*) with a code of 6210 (the *User Code*) and she can Set and Unset the system and change her own Code (the *User Functions*)

User 1 is a special user that ALWAYS has access to ALL function. **It is strongly recommended that User 1 is not used for day to day functions (e.g. setting the system), but is reserved for management functions (e.g. reviewing the log).**

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## **BASIC OPERATIONS**

There are four green indicators above the 'Quick Set' Keys ([A], [B], [C] and [D]) to indicate whether the system is ready to Set. Your Installer will explain which of these indicators are applicable to your system.

## **SILENCING THE SYSTEM**

If the system is emitting an alarm tone, it is possible to silence it by entering your User Code followed by the [OK] key OR presenting your tag at a keypad. The display will show the source of the alarm (e.g. which door has been opened). Rectify the problem, or contact your Alarm Company for further advice.

## **SETTING ALL OR PART OF THE SYSTEM**

Press the [Esc] key and confirm that the Green indicators for the Quick Set keys to be Set are all on. If they are not, that part of the system is not ready to Set, so wait a few seconds. If they don't light, check that all doors are closed.

To Set all of the system, enter your User Code followed by the [OK] key or place the tag against the keypad.

**OR...**

To Quick Set one or more Groups, enter your User Code followed by the appropriate Quick Set Key.

**OR...**

To set one or more Groups individually, enter your User Code followed by the [Menu] key then the [OK] key. The display will now show the status of Groups 1 to 10 (*Groups 1 to 4 on the D3020*). An 's' under the Group number indicates that the Group is set, and a 'u' indicates that it is unset. Press the numeric key for the appropriate group to change the 'u' to 's'. To see the status of Groups 11 to 20 (*D3001 only*), press the [Down] key. When all the desired groups show 's', press [OK] to start the setting sequence. The continual tone then indicates that the system is in Exit Mode.

Leave through the Exit Route and ensure that all doors are secured behind you. When you hear the characteristic three beeps, the system is Set.

## **UNSETTING THE SYSTEM**

Always enter the building via the correct Entry Route to avoid setting off the alarm. The intermittent tone indicates that the system is in Entry Mode. Go straight to the Keypad and enter your User Code followed by the [OK] key or place the tag against the keypad to Unset all of the system. Alternatively, enter your User Code followed by a Quick Set Key ([A], [B], [C] or [D]) to Unset specific Group(s). The red indicators above these keys will go out showing that the appropriate Group(s) have Unset.

- If you proceed into the building without Unsetting the correct Groups, you will set off the alarm !

## **UNSETTING THE SYSTEM AFTER AN ALARM CONDITION**

Always enter the building via the correct Entry Route to avoid setting off the alarm. Your Alarm Company may have adjusted your system to start the internal sounders or to use the intermittent tone to indicate that the system is in Entry Mode. The internal sounders will alert you to an alarm occurring during the previous Set period.

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Go straight to the Keypad and enter your User Code followed by the [OK] key or place the tag against the keypad to Unset all of the system. Alternatively, enter your User Code followed by the appropriate Quick Set Key ([A], [B], [C] or [D]) to Unset specific Group(s). The red indicators above these keys go out showing that the appropriate Groups have unset, but the green indicators will not light for the Group which caused the alarm condition. The display will show details of where the alarm occurred.

- If you go into the main building without entering your User Code, you will set off the alarm !

### **RESETTING THE SYSTEM AFTER AN ALARM**

Enter your User Code followed by the [OK] key and follow the instructions shown on the display. If the display returns to the normal Unset message, then no further action is necessary.

***The following features may not be enabled for your system.  
Please consult your Alarm Company for further information.***

### **SETTING THE SYSTEM WITH ZONES OMITTED**

Enter your User Code followed by the [menu] key (it is not possible to use tags for this). The display will now show "Set or Unset Groups", press [OK] and the display will indicate which Groups can be Set, select all or some of the Groups as required.

Note: "u" and "s" on the display shows that the Group is Unset or Set; "U" or "S" indicates that you are about to change the Group to Unset or Set. Press [OK] to continue.

The display will now show the Zone reference for the first zone that can be omitted. Move up and down through all the omitable Zones using the [UP] and [DOWN] keys, pressing the [0] key to omit it or the [1] key to activate it. Press [OK] to start the setting mode.

### **PERSONAL ATTACK (PA)**

Press a PA button to set off the alarm.

Enter your User Code followed by [OK] to silence the alarm. The display will show the Zone that generated the alarm.

To reset the alarm condition, re-enter your User Code followed by [OK].

### **FIRE**

If a smoke detector activates, the alarm will sound with a different tone to normal.

Enter your User Code followed by [OK] to silence the alarm. The display will show the Zone that generated the alarm.

To reset the alarm condition, re-enter your User Code followed by [OK]

## **ADVANCED OPERATIONS**

You may be authorised to perform certain advanced operations on your alarm system, check with your Alarm Company for further details.

To start the advanced operations, enter your User Code followed by the [menu] key. The display will then show the operations you have been given access to. To move through the options, press the [UP] and [DOWN] keys until you see the option you want, then press [OK]

### **SET OR UNSET GROUPS**

This option is used to control individual groups. Press [OK] and the display will show the status of Groups 1 to 10 (*Groups 1 to 4 on the D3020*). An 's' under the Group number indicates that the Group is set, and a 'u' indicates that it is unset. Press the numeric key for the appropriate group to change the 'u' to 's'. To see the status of Groups 11 to 20 (*D3001 only*), press the [DOWN] key. When all the desired groups show 's', press [OK] to start the setting sequence. The continual tone then indicates that the system is in Exit Mode

### **OMIT 24Hr ZONES**

If the system has omissible 24 hour zones (usually fire doors), these can be controlled using this option. Press [OK] and the display will indicate the first zone which could be omitted. Press [0] to omit the zone, or [1] to reinstate it. Press the [DOWN] key to move to the next zone. When finished, press [OK] to return to the user menu.

### **TESTS**

Within this option, there are several sub-options as defined below. Press the [UP] and [DOWN] keys to move between the options, then press [OK] to select the test. Pressing the [UP] and [DOWN] keys will cycle around the options (i.e. pressing the [DOWN] key after the last option will then show the first option again)

#### **TEST BELL**

Press [OK] to select. The display will read "Bell ON" and the outside sirens or bells will begin. Press [OK] to end the test.

#### **TEST STROBE**

Press [OK] to select. The display will read "Strobe ON" and the flashing lights outside will begin. Press [OK] to end the test.

#### **WALK TEST**

Press [OK] to select the Walk Test option. The display will now cycle through all the Zones in your areas. As you move around the building, you will hear a tone each time a detector is operated or a door is opened. If you do not hear this tone, make a note of the faulty Zone and ring your alarm company for further advice.

When you have finished walking around the building, the display will read "Walk Test Complete". If it doesn't, it means that some Zones did not operate correctly. Make a note of the Zone names and call your Alarm Company for further advice. Press the [OK] key to end the test.



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### TEST RKP LEDs

Press [OK] to start the test. The display will show which indicator is being tested and each of the green and red indicators above the Group keys will flash for about 2 seconds. Press [OK] to end the test.

### TEST RKP SOUND

Press [OK] to start the test. The display will read "KP Sounder ON" and the keypad sounder will be heard. Press [OK] to end the test.

### TEST PANEL SOUND

Press [OK] to start the test. The display will read "Panel Sounder ON" and the main sounder inside the building will be heard. Press [OK] to end the test.

## **VIEW LOG**

Press [OK] to view the log. You will then have 3 options as described below:

### VIEW FULL LOG

This option allows you to see all entries in the event log.

### VIEW ALARM LOG

This option allows you to see the alarm entries in the event log.

### VIEW USER LOG

This option allows you to see the entries in the event log relating to user activity.

To view the selected log, press [OK]. You will then be asked to enter a Start Date (i.e. the date of the oldest event to be viewed), change this if required then press [OK].

You will then be asked to enter an End Date (i.e. the date of the newest event to be viewed), change this if required then press [OK].

The display will now show each event and the date and time it occurred, starting with the most recent. Pressing the [flip] key may display additional information for the displayed event. Use the [UP] and [DOWN] keys to move up and down through the event log. When you have finished, press the [esc] key.

## **CHANGE OWN CODE**

To change your User Code, press [OK]. The bottom line of the display will then show a string of stars, showing the number of digits in your existing code (NOTE you are not able to see what the code is). Enter your new User Code followed by [OK] to overwrite the old code.

## **DELETE USER CODES**

Before using this feature, ensure that you have a record of all the Users on the system. Press [OK]:

### DELETE ALL USER CODES

Pressing [OK] followed by the [D] key will erase **ALL** Users from the system, other than User 1. It is not possible to delete User 1.

### **EDIT USERS**

Before entering this option, ensure that you have a record of all the Users on the system. To edit user details, press [OK] when this option is displayed.

- Use the [UP] and [DOWN] keys to get to the User Number to be edited. Press [OK]
- The User Code for that User can then be entered (new User) or changed if required (existing User). If the display shows a string of "\*" characters, then a code already exists. Press [OK] to leave the code unchanged. Alternatively, enter the new User Code followed by [OK]. {Note; to delete this user, press [C] to clear the code followed by [OK].}
- The User Name can then be changed (if required). Press [OK] to leave the User Name unchanged, or enter a new name as required (use the [UP] and [DOWN] keys to move around the name, or clear the display with [C]). Press [OK] to accept the User Name. Refer to Appendix A for text entry using the Keypad.
- User Attributes can then be changed for this User (if required) as follows: To select or de-select the attribute, press the [flip] key. A "-" character on the display means that the relevant attribute is de-selected. Pressing [A] will select all the attributes, whereas pressing [C] will clear all the attributes. Note: User 1 always has all attributes selected. This can not be changed.

### ACCESS CONTROL

The first "A" on the display indicates that the User Code has no access to setting or un-setting the system, or to the menus. Entry of a User Code with the Access Control attribute activates an output, this is usually used for door entry.

### SMOKE RESET

An "S" on the display indicates that the User is able to reset smoke detectors following a fire alarm condition.

### OMIT ZONES

An "O" on the display indicates that the User is able to omit some detectors from being protected when the Group is Set. Zones should be omitted with care, and only after consultation with your Installer.

### ARM ONLY

The second "A" on the display indicates that the User is only allowed to Set the appropriate Groups, **this user will NOT be able to Unset Groups.**

- NOTE: Users with this attribute selected MUST be aware that they cannot unset Groups otherwise they risk generating false alarms when they enter the building.

### RESET SYSTEM

An "R" on the display indicates that the User is authorised to reset the system following an alarm condition, providing that the system is configured for Customer Reset. Please contact your Alarm Company for further advice.

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When the top line of the display reads the desired function, press the [flip] key to enable / disable it.

Next, the User can be given authority to operate specific Groups. These are the Groups which the user will set when entering their code followed by the [menu] key. Any combination of groups used on your system can be allocated. The first screen shows the access the user has to Groups 1 to 10 (*Groups 1 to 4 on D3020*). To allocate access to groups 11 to 20 (*D3001 only*) press the [DOWN] key. Press [OK] when the user has the desired access. Note: User 1 always has access to all Groups.

The user can then be given access to “AutoGroups”. These are the Groups which the user will set when entering their code followed by the [OK] key, or by placing their tag against the keypad. Any combination of groups within those allocated above can be selected. The first screen shows the Autogroups within Groups 1 to 10 (*Groups 1 to 4 on D3020*). To allocate Autogroups to groups 11 to 20 (*D3001 only*) press the [DOWN] key. Press [OK] when the user has the desired Autogroups.

Finally, each User can be given authority to use any of the advanced functions defined in this section of the manual. You cannot give a User access to advanced functions if you yourself do not have that access. Note: User 1 has access to all advanced functions. This can not be changed.

The functions are: Set /Unset, Omit 24Hr Zones, Tests, View Log, Change Own Code, Delete User Codes, Edit Users, Set Date & Time, Control Output, Remote Access, Engineer Access, Intercom and Helpline. Some of these options may not appear depending on how your system has been configured.

Using the [UP] and [DOWN] keys to select the desired function on the top line, and then use the [flip] key to turn it on and off. Press [OK] when finished.

Example: To allow the selected User to perform tests, press the [flip] key when the top line of the display reads “Tests”, a “T” will appear on the bottom line. To remove the “T” from the bottom line, press the [flip] key again.

Finally, the display will read “Waiting for tag”. If the user requires a tag, it should be placed against the keypad now to learn it. If a tag is not to be used, press [OK].

Once the above has been completed, edit another User’s details, or press [esc] to end.

**NOTE:** To simplify the process of setting up users, it is possible to ‘copy’ details (NOT name, usercode or tag details) from one user and ‘paste’ them to another. Select “Edit Users” and press the [DOWN] key until the user number to be copied appears. Press the [menu] key, followed by [1] to copy the details into a ‘clipboard’. Press the [DOWN] key again until the new user number appears. Press [menu] followed by [2], then press [OK] and enter the User’s code and name (and tag if required) as described above. All other details will be as per the initial user.

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### **SET DATE AND TIME**

Press [OK] to change the date and time. The top line of the display will then read “dd mm yyyy” and the bottom line will show the current date setting. Enter 2 digits for the day, followed by 2 digits for the month and 4 digits for the year (e.g. 1<sup>st</sup> October 2001 = 01102001). Press [OK] to accept this.

The top line of the display will then read “hh:mm” and the bottom line will show the current time setting. Enter 2 digits for the hour using the 24 hour clock format followed by 2 digits for the minutes (e.g. 3:25 in the afternoon = 1525). Press [OK].

NOTE: If the keypad shows a “?” in the time (e.g. 12?34), then it means that the time has to be set correctly.

### **REMOTE ACCESS**

This option authorises modem access into the system from software called a Downloader at a remote location (usually your Alarm Company). Three options exist, namely “CALL DOWNLOADER”, “ANSWER CALL” and “START REMOTE SERVICING”. You will be instructed by your Alarm Company when to use these options.

### **INTERCOM**

Press [OK] to contact another keypad on the system. If there are more than 2 keypads you will be asked which one you want to contact. Enter the keypad number and press [OK].

**NOTE:** When using the Intercom, it is important to remember that only one person can speak at a time, this is under the control of the ‘calling’ person. When you have finished talking you must press [1] to listen to the other user. When you want to talk, press [2]. Press [esc] to end the intercom facility.

### **HELPLINE**

Press [OK] and you will hear the system dialling the Helpline. When the Helpline operator answers, you can then tell him what your problem is. Press [esc] when the conversation is over.

**NOTE:** When using the Helpline, it is important to remember that only one person can speak at a time. When the operator has finished talking you will hear a beep to indicate that you can talk. When you hear another beep, it means that the operator has taken control so he can talk to you, he cannot hear you when he has done this.

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### APPENDIX A – ENTERING TEXT VIA THE KEYPAD

Text is entered using a similar convention to that used on most mobile telephones, i.e. multiple presses of the numeric keys enters text.

Multiple presses of each of the keys enters text as defined below:

Press	Displayed								
1	1	.	-	,	@	!	(	)	?
2	a	b	c	2	A	B	C		
3	d	e	f	3	D	E	F		
4	g	h	i	4	G	H	I		
5	j	k	l	5	J	K	L		
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	T	U	V		
9	w	x	y	z	9	W	X	Y	Z
0	space	0	'	"	/	*	#	%	

The cursor will automatically move right, one second after the last keypress. Alternatively, the cursor can be moved right manually with the [UP] key or left with the [DOWN] key.

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### **APPENDIX B - USER MENUS**

Enter your User Code followed by the [menu] key to begin.

Set / Unset Menu			
Tests	Test Bell	Bell ON	
	Test Strobe	Strobe ON	
	Walk Test	Walk Test Complete	
	Test RKP LEDs	Green LED A Test	
		Red LED A Test	
		Green LED B Test	
		Red LED B Test	
		Green LED C Test	
		Red LED C Test	
		Green LED D Test	
		Red LED D Test	
Test RKP Sound	KP Sounder ON		
Test Panel Sound	Panel Sounder ON		
View Log	View Full Log		
	View Alarm Log		
	View Operator Log		
Change Own Code	Change Operator Code ****		
Delete Operator Codes	Delete All Operator Codes		
Edit Operators	Select Operator		
	Access Code		
	Operator Name		
	Access Control Attribute		
	Smoke Reset Attribute		
	Omit Zones Attribute		
	Arm Only Attribute		
	Reset System Attribute		
	Operator Groups	Groups 1-10 and 11-20	
	Autoset Groups	Groups 1-10 and 11-20	
	Tests Allocation		
	View Log Allocation		
	Change Own Code Allocation		
	Delete Operator Codes Allocation		
	Edit Operator's Allocation		
Set Date & Time Allocation			
Remote Access Allocation			
Set Date & Time	dd mm yyyy		
	hh:mm		
Remote Access	Call Downloader		
	Allow Downloader Access		
	Answer Call		
	Attribute		
Intercom			
Helpline			

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### **APPENDIX C - GLOSSARY**

- Access Code:** This is a code (between 4 and 8 digits), which must be entered at the Keypad before you are allowed to perform any actions.
- Alarm Condition:** An alarm condition is generated when the system is Set and movement within the building is detected. Depending on how the system has been configured, an alarm condition can result in a signal being sent to your ARC, the Bell(s) and Strobe may activate and internal sounders may begin.
- ARC:** **Alarm Receiving Centre.** If your alarm system is connected to an ARC, they will be aware of each time the alarm is triggered and can process this information to Keyholders or to the Police. They will also inform your Alarm Company that your alarm has activated.
- Bell:** When an alarm condition is generated, it is common to ring sounders outside the building. These can be Bells or Electronic Sirens, but are referred to in this document as Bells.
- Customer Reset:** If your system is configured for Customer Reset, you will be able to clear down any alarm conditions. After an alarm the system must be Reset before it can be Set again. (Also see Engineer Reset)
- Engineer Reset:** If your system is configured for Engineer Reset, you will not be able to clear down any alarm conditions, you will have to contact your alarm company each time an alarm condition is generated. After an alarm the system must be Reset before it can be Set again. (Also see Customer Reset)
- Entry Mode:** When the system is Set, opening the relevant door will start the Entry Mode. You will then be given enough time to walk to the Keypad and enter your User Code to Unset the system without generating an alarm. It is very important, however, that you go straight to the Keypad and do not wander through the building else the alarm will be triggered.
- Entry Route:** The designated route used for entering the building when Unsetting the system.
- Exit Mode:** When the system is Unset, entering your User Code followed by the command to Set will start the Exit Mode. This will give you enough time to walk through the relevant door and lock it behind you before the system Sets.
- Exit Route:** The designated route used for leaving the building when Setting the system. This may be (but doesn't have to be) the same as the Entry Route.
- Groups:** When your Alarm Company installed the system, they may have configured each of the detectors and doors into Groups. Using these groups will allow you to Set parts the system (e.g. Group 1 could be the ground floor, Group 2 the first floor and Group 3 an annexe)

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Keyholder:	A nominated person who has a key for the protected building as well as an User Code. The Keyholder will be the person who responds to any alarm conditions in conjunction with the Police.
User Code:	This is a code (usually 4 digits), which must be entered at the Keypad before you are allowed to perform any actions.
User 1	User 1 is a special user that ALWAYS has access to ALL function. It is strongly recommended that User 1 is not used for day to day functions (e.g. setting the system), but is reserved for management functions (e.g. reviewing the log).
PA:	See Personal Attack
Personal Attack:	A method of initiating an instant, deliberate alarm when the system is Unset. This can be useful if you find yourself in a threatening situation, to trigger the alarm and summon help.
Set:	When the system is Set, the building is protected and any movement inside the building will trigger an alarm condition.
Strobe:	When an alarm condition is generated, it is common to trigger flashing lights outside the building. These lights are referred to as Strobes.
Unset:	When the system is Unset, the building is not protected and it is safe to walk around without triggering the alarm.
Walk Test:	This feature provides the User with a facility to periodically test that all the detectors on the system are working correctly.

### **CS3000 Series Feature Comparison**

Feature	D3001	D3020
Number of Users	64	20
Number of Groups	20	4
Audio	D3201 or D3202 keypad	D3201 or D3202 keypad
Tag	D3202 or D3212 keypad	D3202 or D3212 keypad