

# Asheville **S**ECURITY SYSTEMS



## **GE Concord 4 Quick User Guide**



### **Before Calling...**

- ◆ Is the keypad beeping? Press \*. This will silence the beeping and let you know where the trouble is.
- ◆ Is there a flashing \* on the keypad? Press \* for status information.
- ◆ Is there a P1 on the display? This means Partition 1 and is not a trouble. This is standard on ALL systems.
- ◆ Is siren going off? ENTER CODE to stop siren.

### **Disarm the System**

- **Disarming** - Press the Disarm button and follow prompt to “ENTER CODE”.

### **Arming & Disarming the System**

#### **Level 1 – Off**

Use this level to:

- **Cancel an alarm and stop sirens.**
- **Disarm the system when entering the armed premises. (Entry beeps sound to remind you the system is armed and you must disarm it.)**
- **Disarm the system before opening a door/window while the system is armed.**
  1. Press 1. The keypad will display “ENTER CODE”.
  2. Enter your access code. The keypad will display the date & time or programmed text and the system will sound one long beep.

#### **Level 2 – Stay**

Use this level to:

- **Arm perimeter doors and windows only.**
  1. Close all protected doors and windows.
  2. Press 2. The keypad will display “ENTER CODE”.
  3. Enter your access code. The keypad will display “Armed to Stay” and the system will sound two short beeps.

#### **Level 3 – Away**

Use this level to:

- **Arm perimeter door and window sensors and interior motion sensors for maximum protection.**
  1. Close all protected doors and windows.
  2. Press 3. The keypad will display “ENTER CODE”.
  3. Enter your access code. The keypad will display “Armed to Away” and the system will sound three short beeps.
  4. Exit through designated door immediately.

**Note:** If you arm your system in AWAY mode, but do not open and close a door, the system will automatically change to STAY mode to prevent a false alarm.

## Bypassing Zones

**Note:** Smoke and Heat sensors cannot be bypassed.

Use the zone bypassing feature when you want to arm the system, but skip a zone that you want to leave open or requires service. Bypassed zones will not be able to sound an alarm.

### Use Option 1 if all sensors are currently working

1. Close all doors and windows.
2. Arm your system in STAY or AWAY mode.
3. Press # + CODE.
4. The keypad will display "BYPASS SENSOR \_\_", enter the sensor you wish to bypass.
5. The keypad will display "BYPASSED ZONE \_\_" or "SENSOR \_\_ BYPASSED".

### Use Option 2 if one or more sensors are open

1. Arm your system in STAY or AWAY mode.
2. Keypad will display "PROTEST"
3. Press #
4. The keypad will display SENSOR\_\_BYPASSED.
5. The system will arm.

## Sensor Reset

**Note:** If unable to reset a sensor, call Asheville Security for service.

Wireless smoke sensors reset themselves automatically, once they are clear of smoke. Some hardwired smoke detectors must be manually reset once they are clear of smoke.

### Clear Wireless Smoke Sensors:

1. Press 1 + CODE. The keypad will display which sensors have an alarm in memory. If sirens are still active, they will stop now.

### Clear Hardwired Smoke Sensors:

1. Press 1 + CODE. The keypad will display which sensors have an alarm in memory. If sirens are still active, they will stop now. The light on the smoke detector will remain lit until the sensor is reset.
2. Press 1 + CODE again to reset hardwired detectors and clear the alarm in memory.

## Access Codes

### Master Access Code

The master code is the only code that can add and delete other user codes and perform other various functions (such as entering date and time) on the alarm system. The master code can be changed, but cannot be deleted.

### To change the Master Access Code:

1. Enter programming menu by pressing 9 + current System Master Code.
2. Press B button (down arrow button to the right of the LCD display), until display reads **User Codes**, then press #.
3. Display will read **Regular User Codes**. Press B button until display reads **System Master Code**. Press #.
4. Enter the new 4-digit code you wish to use, then press #.
5. Press \* + 00 + # to exit programming.

### User Access Codes

The system will allow up to 229 individual user codes. As codes are added and deleted, keep a list in a safe location for reference. An accurate list will help track codes as future changes are made.

### To Add or Change a Standard User Code:

1. Enter programming menu by pressing 9 + Master Code.
2. Press B button (down arrow button to the right of the LCD display) until display reads **User Codes**, then press #.
3. Display will read **Regular User Codes**. Press #.
4. Display will read **Reg Code 01** or **Code 000**. Press B until the display shows the user code you want to add or change, then press #.
5. Enter the new 4-digit code you wish to use and press #.
6. Press \* + B to move to the next user code or \* + 00 + # to exit programming menu.

### To Delete a User Access Code:

1. Enter programming menu by pressing 9 + System Menu Code.
2. Press B button (down arrow to right of LCD display) until display reads **User Codes**, then press #.
3. Display will read **Regular User Codes**. Press #.
4. Display will read **Reg Code 01** or **Code 000**. Press B button until the display shows the user code you want to delete, and then press #.
5. Enter the System Master Code used in Step 1, then press #.
6. Display appears as **User 01 \*\*\*\*** or **Reg 01**.
7. Press \* + B button to move to the next user code or press \* + 00 + # to exit programming.

### Keypad Panic Buttons

Press and hold POLICE button (blue shield) for 2 seconds. Siren **will** sound. If monitored, emergency service will be sent. Enter code to stop siren when emergency is over.

Press and hold MEDICAL button (green cross) for 2 seconds. Siren **will not** sound. If monitored, emergency service will be sent. Enter code to cancel medical panic when emergency is over.

Press and hold FIRE button (red flame) for 2 seconds. Siren **will** sound. If monitored, emergency service will be sent. Enter code to stop siren when emergency is over.

### Time Programming (System Clock)

1. Press 9 + Master CODE.
2. Press 020
3. Enter the correct time in 24-hour format. Press #.
4. Press \* + 00 + # to exit.

### Date Programming (System Date)

1. Press 9 + Master CODE.
2. Press 021.
3. Enter the current date as six digits (*mm/dd/yy*). Press #.
4. Press \* + 00 + # to exit.

### Chime Mode

Your system can alert you to the opening of a door while it is disarmed by using the Chime feature. When activated, two beeps will sound at the keypad whenever a door or window is opened.

To enable or disable the Chime feature, Press 7 + 1 – chime turns on/off.

### Quick System Status

Checking the system status means finding out about the current condition of your system.

1. Press \*.
2. The keypad will display the trouble on your system.

### Full Status

Checking the system status means finding out about the current condition of your system.

1. Press \* + \*.
2. The keypad will display the trouble on your system.

## Trouble Conditions

When a trouble condition is detected, six rapid beeps will sound every minute until the problem is resolved. **Press the \* (STATUS) button or arm/disarm the system to silence the beeps.** They will resume after four hours unless the problem has been corrected.

<b>AC Power Failure:</b>	Then panel power transformer may be unplugged or there may be an AC power outage. If the transformer is plugged in, check the circuit breaker or fuse that controls that outlet. The backup battery will take over, but if AC power is not restored within 15 minutes, the system and the monitoring company will alert you (if your system is monitored). It will report again when the power is restored.
<b>Low System Battery:</b>	The emergency backup battery in the control panel is low and must be recharged or replaced. If AC power is out, the security system will shut down once the battery is below the operating level. When AC power is restored, the panel recharges the battery. If the low battery condition exists for more than 24 hours after AC power is restored, the battery is too old to fully charge and must be replaced. If the low battery is not related to a power outage, then the battery needs to be replaced. Batteries are available at Asheville Security or call for service.
<b>Sensor Supervisory:</b>	There is a problem with how the sensor is communicating with the panel. Try testing the sensor in Test Mode. If testing the sensor does not clear the trouble, call Asheville Security for service.
<b>Sensor Trouble:</b>	A sensor may have an internal problem or a fire/smoke sensor may not have properly reset after activation, or the sensing chamber may be dirty or partially obstructed. Test the sensor in the Test Mode. If testing the sensor does not clear the trouble condition, call Asheville Security for service.
<b>Sensor ## Low Battery:</b>	A sensor has a low battery. Make sure the system is disarmed and replace the battery. ** Refer to the information packet provided at installation or visit <a href="http://www.ashevillesecurity.com/manuals-procedures">www.ashevillesecurity.com/manuals-procedures</a> for further assistance. Call Asheville Security if service is required.
<b>Sensor ## Tamper:</b>	A sensor cover is off or open. Secure the cover and trip the sensor to clear the tamper condition.
<b>Phone Failure Trouble:</b>	The system can't communicate with the monitoring company. The system tries to report to the Central Station three times before indicating <b>Phone Failure Trouble</b> , then makes five more reporting attempts. If your phones are working, call Asheville Security for service. You must clear a phone failure trouble before your system will let you clear any other trouble. If your phones are not working, wait for phone service to return and press * (STATUS) to clear the trouble condition.
<b>Receiver Interference or Receiver Failure:</b>	There is a receiver failure or receiver interference problem. Call Asheville Security for service.
<b>Memory Failure:</b>	There is a system memory failure. Call Asheville Security for service.
<b>Auxiliary Phone Trouble:</b>	There is a problem with the cellular backup reporting portion of your system. Call Asheville Security for service.
<b>Auxiliary Power Failure:</b>	There is a problem with the power supplied to parts of the system. Call Asheville Security for service.
<b>Bus Failure Unit:</b>	There is a problem with one of the peripheral devices in your system. Call Asheville Security for service.



## PROCEDURES AND PROCESSES

### WHO WILL CALL ME WHEN I HAVE AN ALARM?

During an alarm, you are busy resetting your system and probably don't want to be interrupted, especially from an unknown caller. Some clients have missed the alarm monitoring verification call because the caller id of an incoming call is not familiar.

The alarm monitoring dispatcher's phone number on your caller id should be 864-569-0305. A good idea would be to program that number into your phone and assign it to Alarm Monitoring Center or AMC so it displays on your phone.

### PROCESSES

Cancel an alarm; place your account on test, or have a question about alarm signals for the monitoring operator?

**DO NOT CALL OUR OFFICE**

**CALL 1-800-535-2478**

Need to change information on your account? (Phone numbers, Contacts, Password)?

**CHANGES NEED TO BE IN WRITING**

**EMAIL: [updates@ashevillesecurity.com](mailto:updates@ashevillesecurity.com)**

**FAX: 828-251-1439**

**CALL: 828-252-6411**

Have general questions?

**EMAIL: [service@ashevillesecurity.com](mailto:service@ashevillesecurity.com)**

**CALL: 828-252-6411**

**A PASSWORD IS NEEDED TO: CANCEL ALARMS, MAKE ACCOUNT CHANGES, PLACE ACCOUNTS ON TEST, AND GET MONITORING INFORMATION.**

**Please have your account number, password, and address available when you call.**

Your Account Number: \_\_\_\_\_